

**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region - CY 2003**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	5.9 -
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair		✓			⊙						
1A2 Crack Sealing					✓		⊙				
1A3 Shoulder Maintenance					✓ ⊙						
1A4 Sweeping and Cleaning		✓		⊙							
1B1 Safety Patrol						✓ ⊙					
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches				✓		⊙					
2A2 Maintain Culverts						✓	⊙				
2A3 Maintain Catch Basins and Inlets				✓	⊙						
2A4 Maintain Detention/Retention Basins						✓ ⊙					
2A5 Slope Repair		✓			⊙						
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup						✓		⊙			
3A2 Noxious Weed Control		✓		⊙							
3A3 Nuisance Vegetation Control			✓	⊙							
3A4 Control of Vegetation Obstructions				✓	⊙						
3A5 Landscape Maintenance					✓		⊙				
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>											
4A1 Bridge Deck Repair	✓						⊙				
4A2 Structural Bridge Repair				✓		⊙					
4A3 Bridge Cleaning			✓			⊙					
4B1 Movable and Floating Bridge Operations				⊙							
4B2 Keller Ferry Operations				⊙							
4B3 Urban Tunnel Systems					⊙						
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations			✓		⊙						
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A1 Pavement Striping Maintenance		✓			⊙						
6A2 Raised/Depressed Pavement Marker Mainten						✓ ⊙					
6A3 Pavement Marking Maintenance						✓	⊙				
6A4 Regulatory Sign Maintenance					✓	⊙					
6A5 Guide Sign Maintenance					✓ ⊙						
6A6 Guidepost Maintenance						✓	⊙				
6A7 Guardrail Maintenance		✓	⊙								
6B1 Traffic Signal Systems				✓		⊙					
6B2 Highway Lighting Systems		✓		⊙							
6B3 Intelligent Traffic Systems					✓	⊙					
6B4 Permits				✓ ⊙							
<b>Group - 7 Rest Area Operations</b>											
7B1 Rest Area Operations			✓	⊙							

**Key**

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region Area 1 - CY 2003**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	5.9 -
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair		✓			⊙						
1A2 Crack Sealing						✓	⊙				
1A3 Shoulder Maintenance					✓ ⊙						
1A4 Sweeping and Cleaning				⊙	✓						
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches				✓		⊙					
2A2 Maintain Culverts							⊙	✓			
2A3 Maintain Catch Basins and Inlets					⊙		✓				
2A5 Slope Repair		✓			⊙						
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup								✓	⊙		
3A2 Noxious Weed Control		✓		⊙							
3A3 Nuisance Vegetation Control				✓	⊙						
3A4 Control of Vegetation Obstructions						✓ ⊙					
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>											
4A1 Bridge Deck Repair	✓						⊙				
4A3 Bridge Cleaning			✓			⊙					
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations				✓	⊙						
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A2 Raised/Depressed Pavement Marker Mainten					✓	⊙					
6A3 Pavement Marking Maintenance				✓			⊙				
6A6 Guidepost Maintenance							✓ ⊙				
6A7 Guardrail Maintenance		✓	⊙								

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region Area 2 - CY 2003**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	-
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair		✓			⊙						
1A2 Crack Sealing					✓	⊙	✓	⊙			
1A3 Shoulder Maintenance					✓	⊙					
1A4 Sweeping and Cleaning		✓		⊙							
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches					✓	⊙					
2A2 Maintain Culverts				✓				⊙			
2A3 Maintain Catch Basins and Inlets				✓	⊙						
2A5 Slope Repair		✓			⊙						
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup								✓	⊙		
3A2 Noxious Weed Control			✓	⊙							
3A3 Nuisance Vegetation Control			✓	⊙							
3A4 Control of Vegetation Obstructions				✓		⊙					
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>											
4A1 Bridge Deck Repair	✓						⊙				
4A3 Bridge Cleaning			✓			⊙					
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations			✓		⊙						
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A2 Raised/Depressed Pavement Marker Mainten						✓	⊙				
6A3 Pavement Marking Maintenance								✓	⊙		
6A6 Guidepost Maintenance								✓	⊙		
6A7 Guardrail Maintenance	✓		⊙								

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region Area 3 - CY 2003**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	5.9 -
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair		✓		⊙							
1A2 Crack Sealing				✓		⊙					
1A3 Shoulder Maintenance					⊙	✓					
1A4 Sweeping and Cleaning		✓		⊙							
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches				✓		⊙					
2A2 Maintain Culverts							⊙	✓			
2A3 Maintain Catch Basins and Inlets			✓		⊙						
2A5 Slope Repair	✓				⊙						
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup					✓			⊙			
3A2 Noxious Weed Control	✓			⊙							
3A3 Nuisance Vegetation Control				✓	⊙						
3A4 Control of Vegetation Obstructions					✓	⊙					
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>											
4A1 Bridge Deck Repair	✓						⊙				
4A3 Bridge Cleaning			✓			⊙					
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations			✓		⊙						
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A2 Raised/Depressed Pavement Marker Mainten						⊙	✓				
6A3 Pavement Marking Maintenance							✓	⊙			
6A6 Guidepost Maintenance						✓		⊙			
6A7 Guardrail Maintenance		✓	⊙								

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region Area 4 - CY 2003**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	5.9 -
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair		✓			⊙						
1A2 Crack Sealing				✓			⊙				
1A3 Shoulder Maintenance					✓	⊙					
1A4 Sweeping and Cleaning	✓			⊙							
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches		✓				⊙					
2A2 Maintain Culverts					✓		⊙				
2A3 Maintain Catch Basins and Inlets			✓		⊙						
2A5 Slope Repair		✓			⊙						
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup						✓		⊙			
3A2 Noxious Weed Control			✓	⊙							
3A3 Nuisance Vegetation Control		✓			⊙						
3A4 Control of Vegetation Obstructions	✓					⊙					
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>											
4A1 Bridge Deck Repair	✓						⊙				
4A3 Bridge Cleaning			✓			⊙					
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations			✓		⊙						
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A2 Raised/Depressed Pavement Marker Mainten					✓	⊙					
6A3 Pavement Marking Maintenance					✓		⊙				
6A6 Guidepost Maintenance					✓		⊙				
6A7 Guardrail Maintenance	✓		⊙								

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## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			SF/LM	SL	SF/LM	SL	
1A1 - Pavement Patching and Repair							SL Target: 2.99
	1	1	169	1.2	853	1.9	1.5
		2	483	1.5	1475	2.5	2.0
	Area 1 average:			1.3		2.2	1.7
	2	1	564	1.6	113	1.1	1.3
		2	594	1.6	35	1.0	1.3
		3	342	1.3	1931	2.9	2.1
	Area 2 average:			1.5		1.7	1.6
	3	1	365	1.4	1370	2.4	1.9
		2	112	1.1	63	1.1	1.1
	Area 3 average:			1.2		1.7	1.5
	4	1	1042	2.0	15	1.0	1.5
		2	1198	2.2	412	1.4	1.8
	Area 4 average:			2.1		1.2	1.7
Southwest Region average:				1.5		1.7	1.6
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			LF/LM	SL	LF/LM	SL	
1A2 - Crack Sealing							SL Target: 3.99
	1	1	1000	4.0	648	3.3	3.6
		2	725	3.5	804	3.6	3.5
	Area 1 average:			3.7		3.5	3.6
	2	1	1828	4.6	970	3.9	4.2
		2	467	2.9	463	2.9	2.9
		3	1400	4.3	2396	4.9	4.6
	Area 2 average:			3.9		3.9	3.9
	3	1	472	2.9	709	3.4	3.2
		2	364	2.5	180	1.7	2.1
	Area 3 average:			2.7		2.6	2.6
	4	1	724	3.4	262	2.0	2.7
		2	557	3.1	20	1.1	2.1
	Area 4 average:			3.3		1.6	2.4
Southwest Region average:				3.4		2.9	3.1

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% SF	SL	% SF	SL	
1A3 - Shoulder Maintenance							SL Target: 3.25
	1	1	5.06%	3.3	4.09%	3.0	3.1
		2	5.15%	3.3	3.07%	2.5	2.9
	Area 1 average:			3.3		2.8	3.0
	2	1	7.67%	3.9	2.12%	2.1	3.0
		2	3.94%	3.0	3.35%	2.7	2.8
		3	2.76%	2.4	7.22%	3.8	3.1
	Area 2 average:			3.1		2.8	3.0
	3	1	5.78%	3.4	5.81%	3.5	3.4
		2	6.96%	3.7	5.39%	3.3	3.5
	Area 3 average:			3.6		3.4	3.5
	4	1	3.78%	2.9	3.86%	2.9	2.9
		2	5.34%	3.3	3.64%	2.8	3.1
	Area 4 average:			3.1		2.9	3.0
Southwest Region average:				3.3		3.0	3.1

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% SF	SL	% SF	SL	
1A4 - Sweeping and Cleaning							SL Target: 2.75
	1	1	10.59%	3.1	14%	3.4	3.2
		2	6.35%	2.3	9.61%	2.9	2.6
	Area 1 average:			2.7		3.2	2.9
	2	1	3.51%	1.7	0.39%	1.1	1.4
		2	0.97%	1.2	1.04%	1.2	1.2
		3	2.92%	1.6	7.23%	2.4	2.0
	Area 2 average:			1.5		1.6	1.5
	3	1	2.67%	1.5	0.83%	1.2	1.3
		2	0.21%	1.0	3.41%	1.7	1.4
	Area 3 average:			1.3		1.4	1.4
	4	1	0.5%	1.1	0%	1.0	1.1
		2	0.97%	1.2	1.21%	1.2	1.2
	Area 4 average:			1.1		1.1	1.1
Southwest Region average:				1.6		1.8	1.7

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Hrs/CLM	SL	Hrs/CLM	SL	
1B1 - Safety Patrol							SL Target: 3.75
	Area average:						
Southwest Region average:					6	3.7	3.7

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Full	SL	% Full	SL	
2A1 - Maintain Ditches							SL Target: 3.75
	1	1	30.49%	5.9	0.43%	1.4	3.7
		2	0.83%	1.8	0.18%	1.2	1.5
Area 1 average:				3.9		1.3	2.6
	2	1	0%	1.0	0%	1.0	1.0
		2	9.48%	3.9	15.73%	5.1	4.5
		3	16.54%	5.3	0.39%	1.4	3.3
Area 2 average:				3.4		2.5	3.0
	3	1	0.66%	1.7	2.9%	2.5	2.1
		2	2.81%	2.5	6.05%	3.2	2.8
Area 3 average:				2.1		2.8	2.5
	4	1	0%	1.0	0.14%	1.1	1.1
		2	1.54%	2.1	0.05%	1.0	1.6
Area 4 average:				1.6		1.1	1.3
Southwest Region average:				2.7		1.9	2.3
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Full	SL	% Full	SL	
2A2 - Maintain Culverts							SL Target: 4.25
	1	1	63.64%	5.9	61.11%	5.9	5.9
		2	4.76%	2.9	4.55%	2.8	2.9
Area 1 average:				4.4		4.4	4.4
	2	1	0%	1.0	0%	1.0	1.0
		2	21.05%	5.1	11.11%	4.1	4.6
		3	9.09%	3.8	0%	1.0	2.4
Area 2 average:				3.3		2.0	2.7
	3	1	24.14%	5.4	22.22%	5.2	5.3
		2	10.34%	4.0	9.09%	3.8	3.9
Area 3 average:				4.7		4.5	4.6
	4	1	12%	4.2	0%	1.0	2.6
		2	9.09%	3.8	8.7%	3.7	3.8
Area 4 average:				4.0		2.4	3.2
Southwest Region average:				4.1		3.3	3.7



## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Full	SL	% Full	SL	
2A3 - Maintain Catch Basins and Inlets							SL Target: 3.25
	1	1	7.32%	3.0	19.67%	4.3	3.7
		2	15.62%	4.0	20%	4.3	4.2
	Area 1 average:			3.5		4.3	3.9
	2	1	0%	1.0	0%	1.0	1.0
		2	20%	4.3	42.86%	5.9	5.1
		3	0%	1.0	0%	1.0	1.0
	Area 2 average:			2.1		2.6	2.4
	3	1	0%	1.0	4.76%	2.4	1.7
		2	16.67%	4.1	0%	1.0	2.6
	Area 3 average:			2.6		1.7	2.1
	4	1	0%	1.0	0%	1.0	1.0
		2	50%	5.9	0%	1.0	3.5
	Area 4 average:			3.5		1.0	2.2
Southwest Region average:				2.9		2.4	2.7

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
2A4 - Maintain Detention/Retention Basins							SL Target:
	Area average:						
Southwest Region average:			8.5%	3.7			3.7

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% CLM	SL	% CLM	SL	
2A5 - Slope Repair							SL Target: 3.25
	1	1	0%	1.0	4.17%	3.1	2.0
		2	0%	1.0	2.13%	2.1	1.5
	Area 1 average:			1.0		2.6	1.8
	2	1	2.13%	2.1	0%	1.0	1.5
		2	2.17%	2.1	0%	1.0	1.5
		3	0%	1.0	2.27%	2.1	1.6
	Area 2 average:			1.7		1.4	1.5
	3	1	0%	1.0	0%	1.0	1.0
		2	0%	1.0	0%	1.0	1.0
	Area 3 average:			1.0		1.0	1.0
	4	1	0%	1.0	0%	1.0	1.0
		2	4.26%	3.1	0%	1.0	2.0
	Area 4 average:			2.0		1.0	1.5
Southwest Region average:				1.4		1.5	1.5

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			EA/CLM	SL	EA/CLM	SL	
3A1 - Litter Pickup							SL Target: 4.75
	1	1	449	3.8	752	4.5	4.2
		2	447	3.8	574	4.1	4.0
	Area 1 average:			3.8		4.3	4.1
	2	1	2475	5.9	2338	5.9	5.9
		2	957	4.9	1013	5.0	5.0
		3	41	1.3	18	1.1	1.2
	Area 2 average:			4.0		4.0	4.0
	3	1	296	3.2	163	2.3	2.7
		2	449	3.8	317	3.3	3.5
	Area 3 average:			3.5		2.8	3.1
	4	1	806	4.6	258	3.0	3.8
		2	456	3.8	257	3.0	3.4
	Area 4 average:			4.2		3.0	3.6
Southwest Region average:				3.9		3.5	3.7

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Roadside	SL	% Roadside	SL	
3A2 - Noxious Weed Control							SL Target: 2.75
	1	1	0.12%	1.1	0.09%	1.1	1.1
		2	2.28%	2.9	0.78%	1.8	2.3
	Area 1 average:			2.0		1.4	1.7
	2	1	0.06%	1.1	0%	1.0	1.0
		2	2.7%	3.1	1.36%	2.2	2.7
		3	0%	1.0	3.07%	3.2	2.1
	Area 2 average:			1.7		2.2	1.9
	3	1	0.09%	1.1	0.21%	1.2	1.1
		2	0.03%	1.0	0.01%	1.0	1.0
	Area 3 average:			1.1		1.1	1.1
	4	1	1.56%	2.4	2.33%	2.9	2.6
		2	1.7%	2.5	0.01%	1.0	1.7
	Area 4 average:			2.4		1.9	2.2
Southwest Region average:				1.8		1.7	1.7

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Roadside	SL	% Roadside	SL	
3A3 - Nuisance Vegetation Control							SL Target: 2.99
	1	1	1.09%	1.4	3.59%	2.4	1.9
		2	5.25%	3.0	4.72%	2.9	3.0
	Area 1 average:			2.2		2.7	2.5
	2	1	3.6%	2.4	1.45%	1.6	2.0
		2	5.68%	3.1	8.13%	3.6	3.4
		3	0%	1.0	1.4%	1.6	1.3
	Area 2 average:			2.2		2.3	2.2
	3	1	5.78%	3.2	2.92%	2.2	2.7
		2	3.35%	2.3	2.8%	2.1	2.2
	Area 3 average:			2.7		2.1	2.4
	4	1	0.08%	1.0	1.35%	1.5	1.3
		2	6.48%	3.3	0.07%	1.0	2.2
	Area 4 average:			2.2		1.3	1.7
Southwest Region average:				2.3		2.1	2.2

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% CLM	SL	% CLM	SL	
3A4 - Control of Vegetation Obstructions							SL Target: 3.75
	1	1	489	5.9	6.25%	5.1	5.5
		2	4	1.9	0%	1.0	1.4
	Area 1 average:			3.9		3.0	3.5
	2	1	0	1.0	0%	1.0	1.0
		2	807	5.9	2.17%	3.3	4.6
		3	0	1.0	2.27%	3.4	2.2
	Area 2 average:			2.6		2.6	2.6
	3	1	35	4.4	2.17%	3.3	3.9
		2	9	2.7	0%	1.0	1.9
	Area 3 average:			3.6		2.2	2.9
	4	1	0	1.0	0%	1.0	1.0
		2	0	1.0	0%	1.0	1.0
	Area 4 average:			1.0		1.0	1.0
Southwest Region average:				2.8		2.2	2.5

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
3A5 - Landscape Maintenance							SL Target: 3.99
	Area average:						
Southwest Region average:					4.5	3.3	3.3

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
4A1 - Bridge Deck Repair							SL Target: 3.99
	1						
Area 1 average:					0.0001%	1.1	1.1
	2						
Area 2 average:					0%	1.0	1.0
	3						
Area 3 average:					0%	1.0	1.0
	4						
Area 4 average:					0%	1.0	1.0
Southwest Region average:						1.0	1.0
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Completed	SL	% Completed	SL	
4A2 - Structural Bridge Repair							SL Target: 3.75
Area average:							
Southwest Region average:					83.72%	2.6	2.6
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
4A3 - Bridge Cleaning							SL Target: 3.75
	1						
Area 1 average:					3.05	2.0	2.0
	2						
Area 2 average:					2.84	1.9	1.9
	3						
Area 3 average:					2.64	1.9	1.9
	4						
Area 4 average:					2.56	1.9	1.9
Southwest Region average:						1.9	1.9
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Delayed	SL	% Delayed	SL	
4B1 - Movable and Floating Bridge Operations							SL Target: 2.75
Area average:							
Southwest Region average:							
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
4B2 - Keller Ferry Operations							SL Target: 2.75
Area average:							
Southwest Region average:							

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Closure/Year	SL	Closure/Year	SL	
4B3 - Urban Tunnel Systems							SL Target: 2.99
Area average:							
Southwest Region average:							
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
5B1 - Snow and Ice Control Operations							SL Target:
	1	1	1.5	1.5			1.5
		2	3.5	3.5			3.5
Area 1 average:				2.5			2.5
	2	1	2.3	2.3			2.3
		2	1.5	1.5			1.5
		3	2.5	2.5			2.5
Area 2 average:				2.1			2.1
	3	1	2.1	2.1			2.1
Area 3 average:				2.1			2.1
	4	1	2	2.0			2.0
		2	2.2	2.2			2.2
Area 4 average:				2.1			2.1
Southwest Region average:				2.2			2.2
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A1 - Pavement Striping Maintenance							SL Target: 2.99
Area average:							
Southwest Region average:			1.52%	2.1	0.18%	1.2	1.7

## \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A2 - Raised/Depressed Pavement Marker Maintenance							SL Target: 3.75
	1	1	4.21%	1.8	14.53%	3.5	2.6
		2	18.9%	3.9	17.02%	3.7	3.8
	Area 1 average:			2.9		3.6	3.2
	2	1	33%	5.3	13.32%	3.3	4.3
		2	16.8%	3.7	14.99%	3.5	3.6
		3	5.57%	2.1	8.47%	2.7	2.4
	Area 2 average:			3.7		3.2	3.4
	3	1	10.84%	3.1	11.12%	3.1	3.1
		2	18.11%	3.8	34.34%	5.4	4.6
	Area 3 average:			3.4		4.3	3.9
	4	1	28.3%	4.8	3.26%	1.7	3.2
		2	23.7%	4.4	2.36%	1.5	2.9
	Area 4 average:			4.6		1.6	3.1
Southwest Region average:				3.7		3.1	3.4
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A3 - Pavement Marking Maintenance							SL Target: 4.25
	1	1	20%	4.0	4.88%	2.4	3.2
		2	12.5%	3.3	0%	1.0	2.1
	Area 1 average:			3.6		1.7	2.7
	2	1	50%	5.9	31.25%	5.1	5.5
		2	66.67%	5.9	66.67%	5.9	5.9
		3	0%	1.0	0%	1.0	1.0
	Area 2 average:			4.3		4.0	4.1
	3	1	42.86%	5.9	4.55%	2.3	4.1
		2	13.64%	3.4	15.38%	3.5	3.5
	Area 3 average:			4.6		2.9	3.8
	4	1	4%	2.3	0%	1.0	1.6
		2	13.33%	3.3	42.86%	5.9	4.6
	Area 4 average:			2.8		3.5	3.1
Southwest Region average:				3.8		3.0	3.4
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A4 - Regulatory Sign Maintenance							SL Target: 3.75
	Area average:						
Southwest Region average:			8.51%	4.7	0.5%	1.5	3.1

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A5 - Guide Sign Maintenance							SL Target: 2.99
	Area average:						
Southwest Region average:			10.74%	4.1	0.73%	1.4	2.8
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A6 - Guidepost Maintenance							SL Target: 4.25
	1	1	1.33%	2.1	38.39%	5.9	4.0
		2	11.72%	4.2	9.47%	3.9	4.0
	Area 1 average:			3.1		4.9	4.0
	2	1	6.12%	3.2	6.1%	3.2	3.2
		2	36.5%	5.9	26.47%	5.6	5.8
		3	1.49%	2.1	6.9%	3.4	2.8
	Area 2 average:			3.7		4.1	3.9
	3	1	4.41%	2.9	8.7%	3.7	3.3
		2	11.94%	4.2	4.12%	2.8	3.5
	Area 3 average:			3.5		3.3	3.4
	4	1	11.05%	4.1	0%	1.0	2.6
		2	18.88%	4.9	3.88%	2.7	3.8
	Area 4 average:			4.5		1.9	3.2
Southwest Region average:				3.7		3.5	3.6
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A7 - Guardrail Maintenance							SL Target: 2.25
	1	1	0.27%	1.3	0%	1.0	1.1
		2	0.73%	1.7	0.49%	1.5	1.6
	Area 1 average:			1.5		1.2	1.4
	2	1	0%	1.0	0%	1.0	1.0
		2	0.07%	1.1	0.1%	1.1	1.1
		3	0.13%	1.1	0.89%	1.9	1.5
	Area 2 average:			1.1		1.3	1.2
	3	1	0%	1.0	0.39%	1.4	1.2
		2	0.12%	1.1	1.62%	2.3	1.7
	Area 3 average:			1.1		1.8	1.5
	4	1	0.02%	1.0	0%	1.0	1.0
		2	0.51%	1.5	0.01%	1.0	1.3
	Area 4 average:			1.3		1.0	1.1
Southwest Region average:				1.2		1.4	1.3

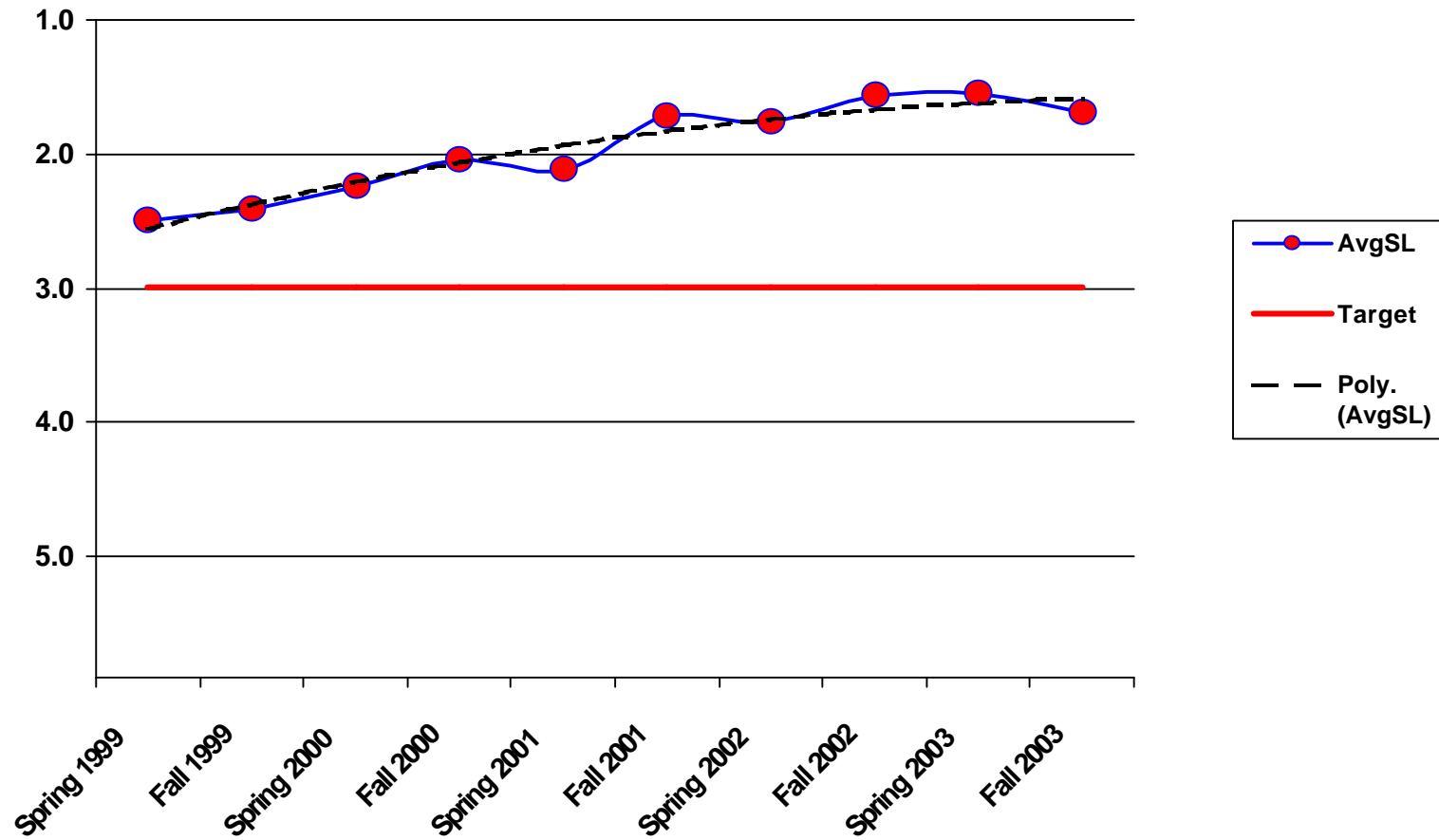
## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

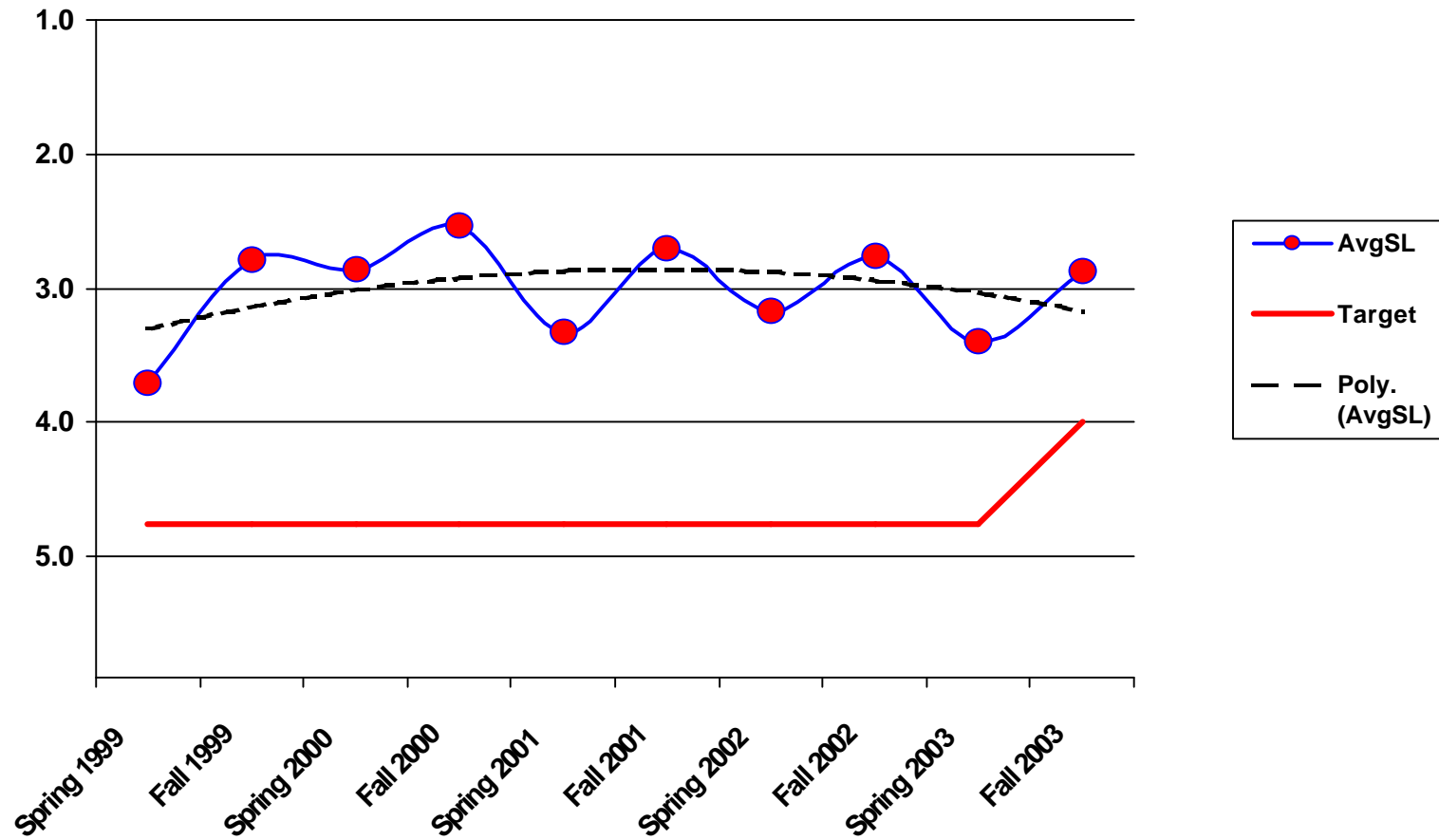
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Rep./Sig./Yr	SL	Rep./Sig./Yr	SL	
6B1 - Traffic Signal Systems							SL Target: 3.75
Area average:							
Southwest Region average:					0.67	2.3	2.3
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Mlfctn	SL	% Mlfctn	SL	
6B2 - Highway Lighting Systems							SL Target: 2.75
Area average:							
Southwest Region average:			1.47%	1.3	1.42%	1.3	1.3
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Rep./ITS/Yr	SL	Rep./ITS/Yr	SL	
6B3 - Intelligent Traffic Systems							SL Target: 3.75
Area average:							
Southwest Region average:					0.96	2.9	2.9
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Overtime	SL	% Overtime	SL	
6B4 - Permits							SL Target: 2.75
Area average:							
Southwest Region average:					4%	2.7	2.7
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
7B1 - Rest Area Operations							SL Target: 2.75
Area average:							
Southwest Region average:					6	2.2	2.2



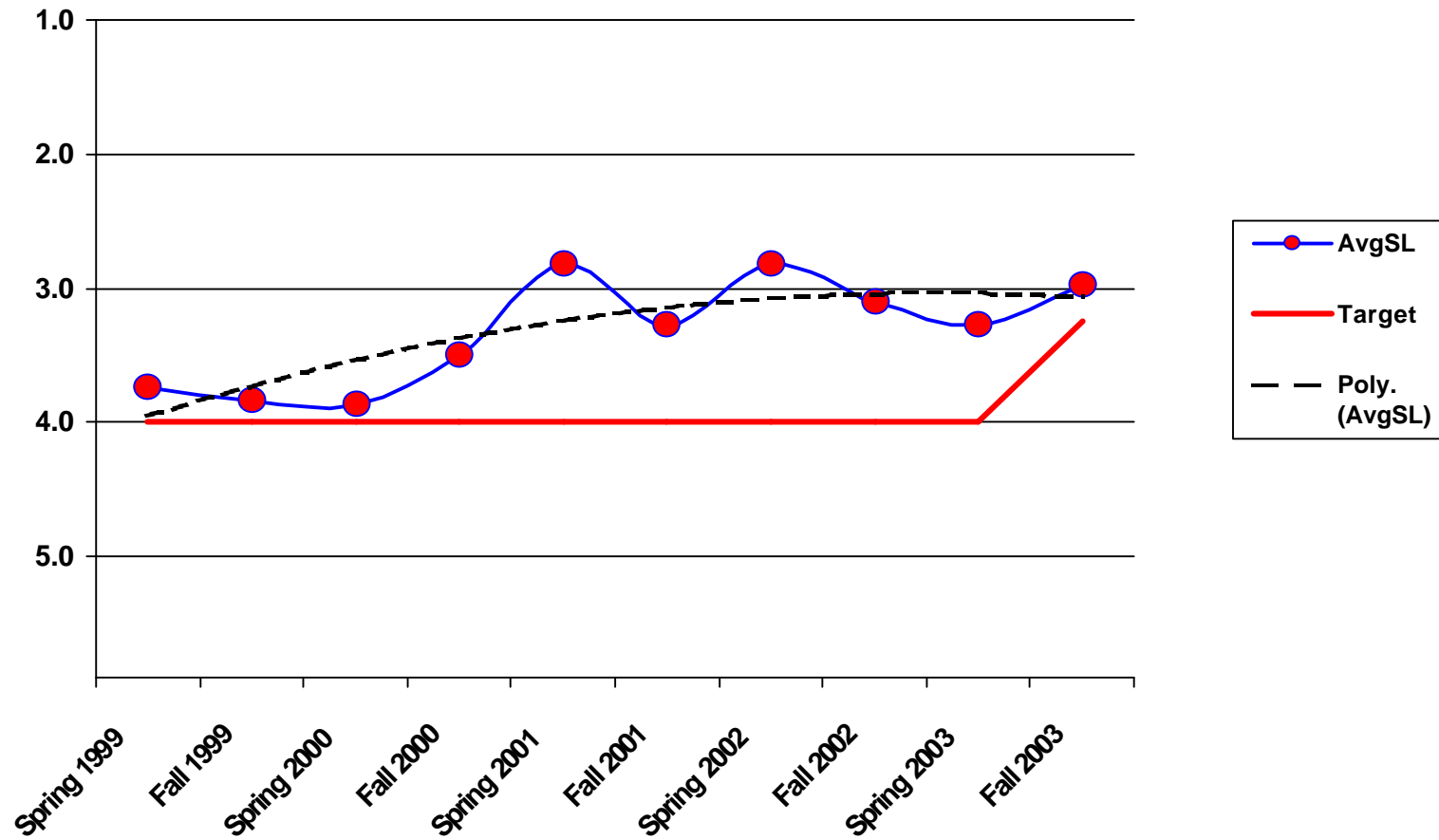
# 1A1 - Pavement Patching and Repair Southwest Region



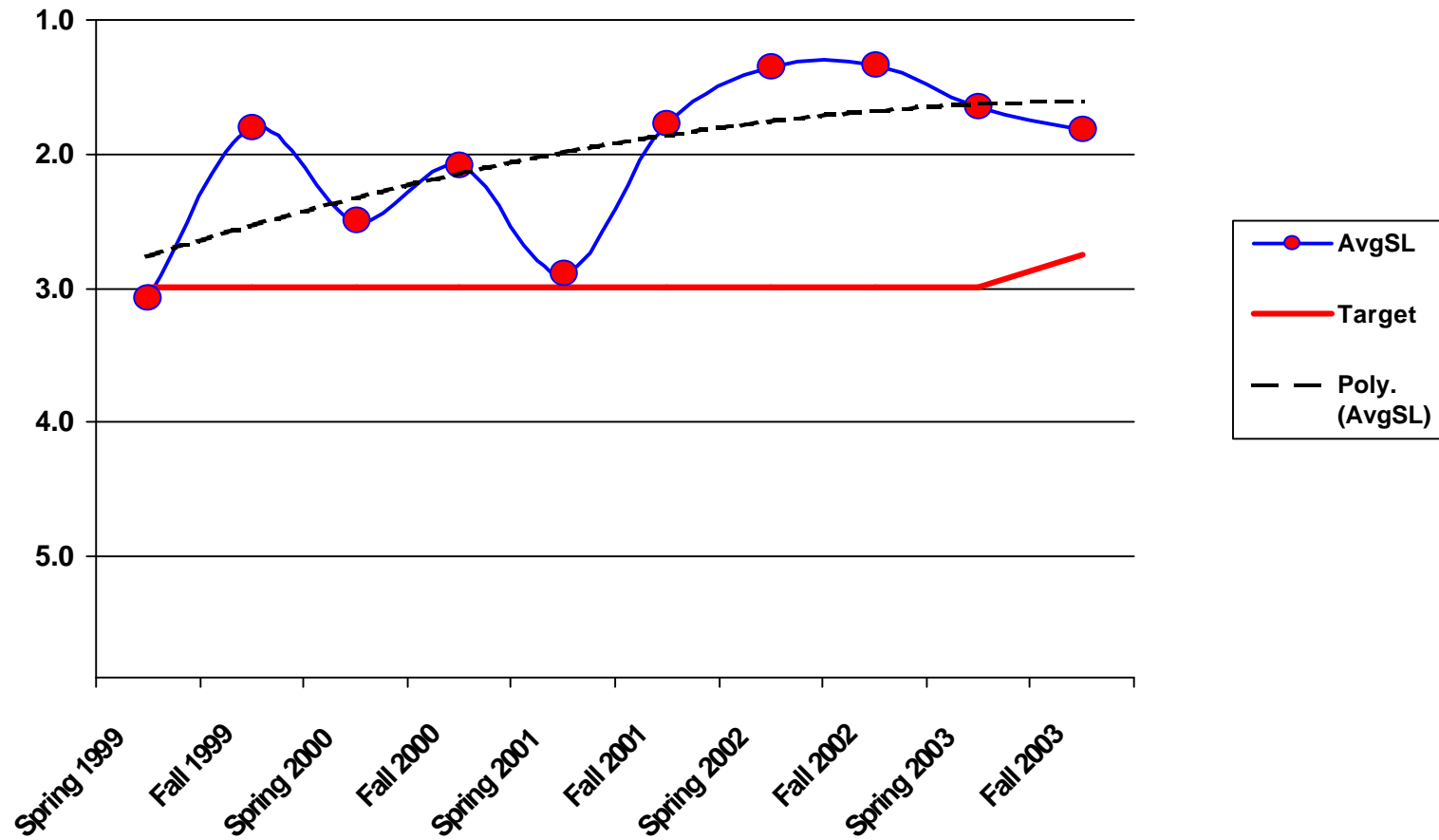
1A2 - Crack Sealing  
Southwest Region



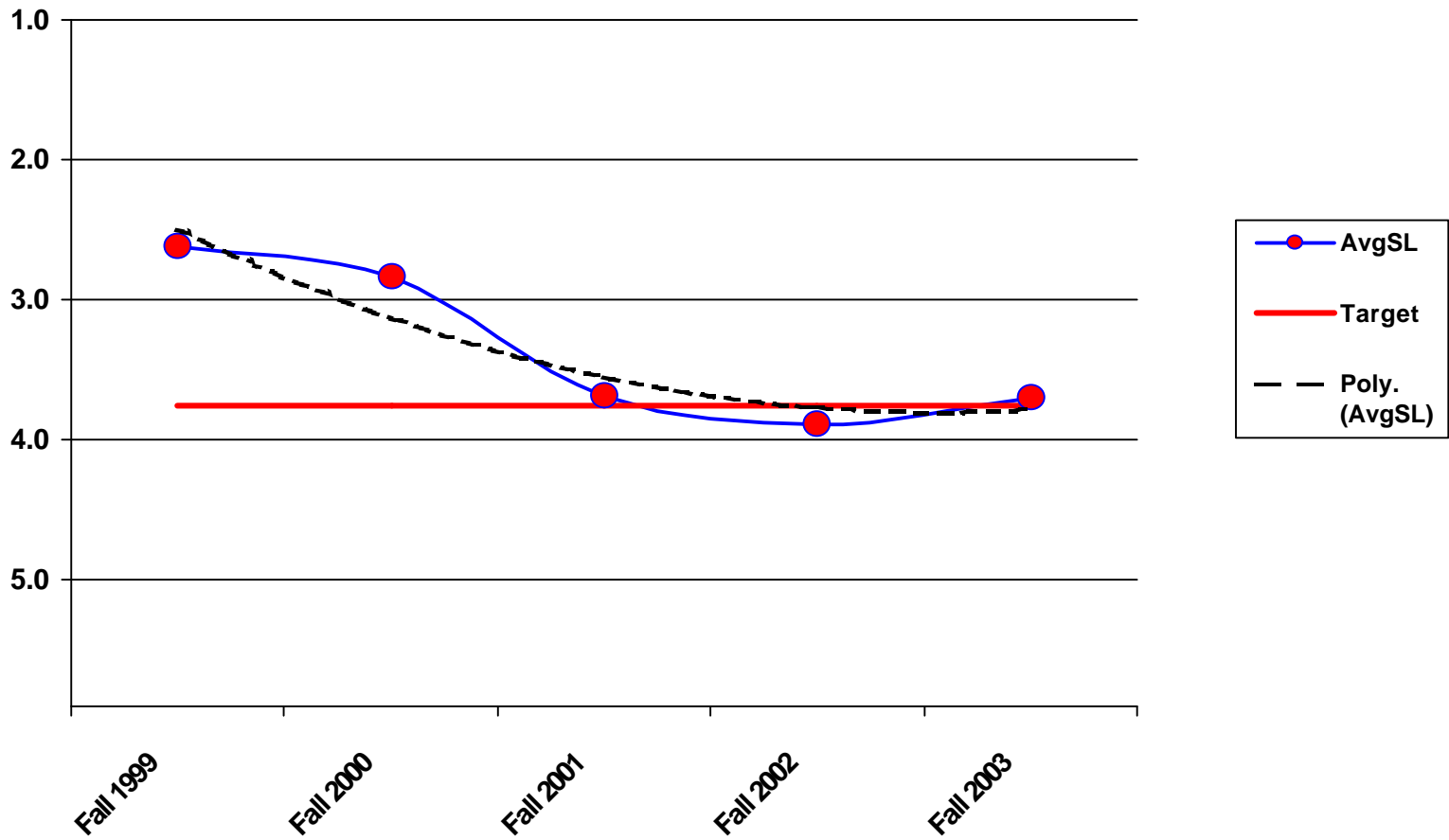
# 1A3 - Shoulder Maintenance Southwest Region



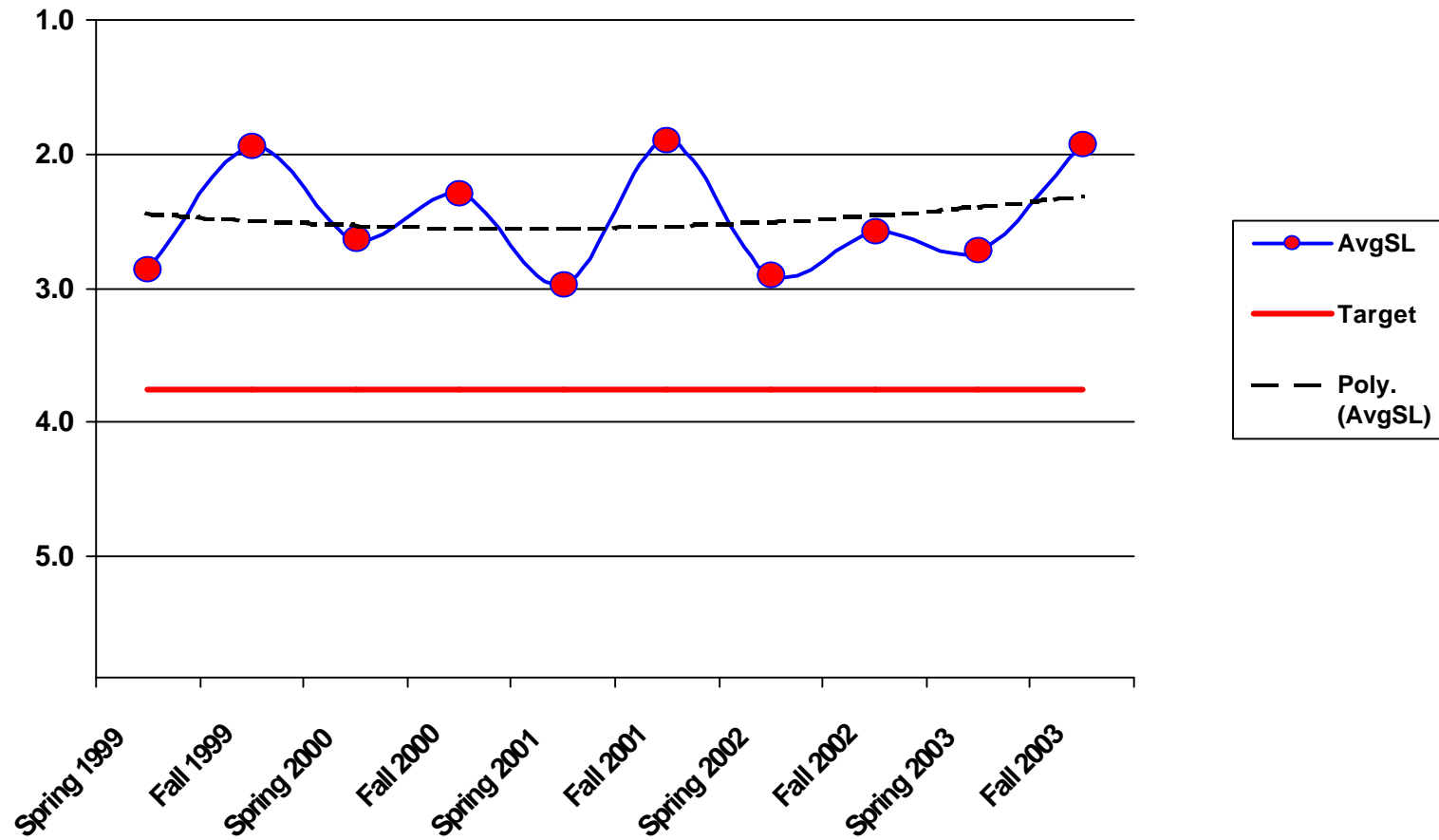
# 1A4 - Sweeping and Cleaning Southwest Region



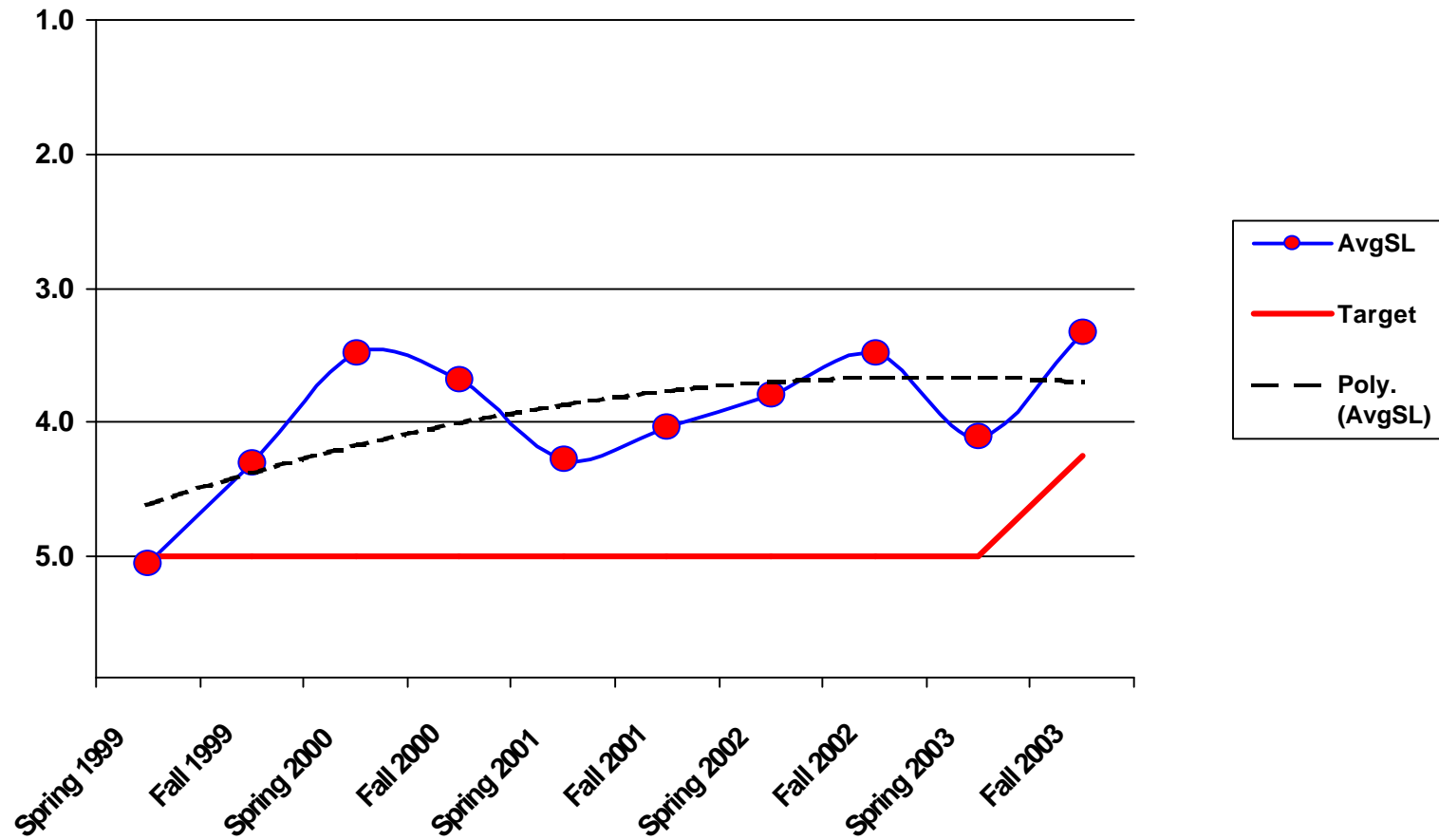
**1B1 - Safety Patrol**  
**Southwest Region**



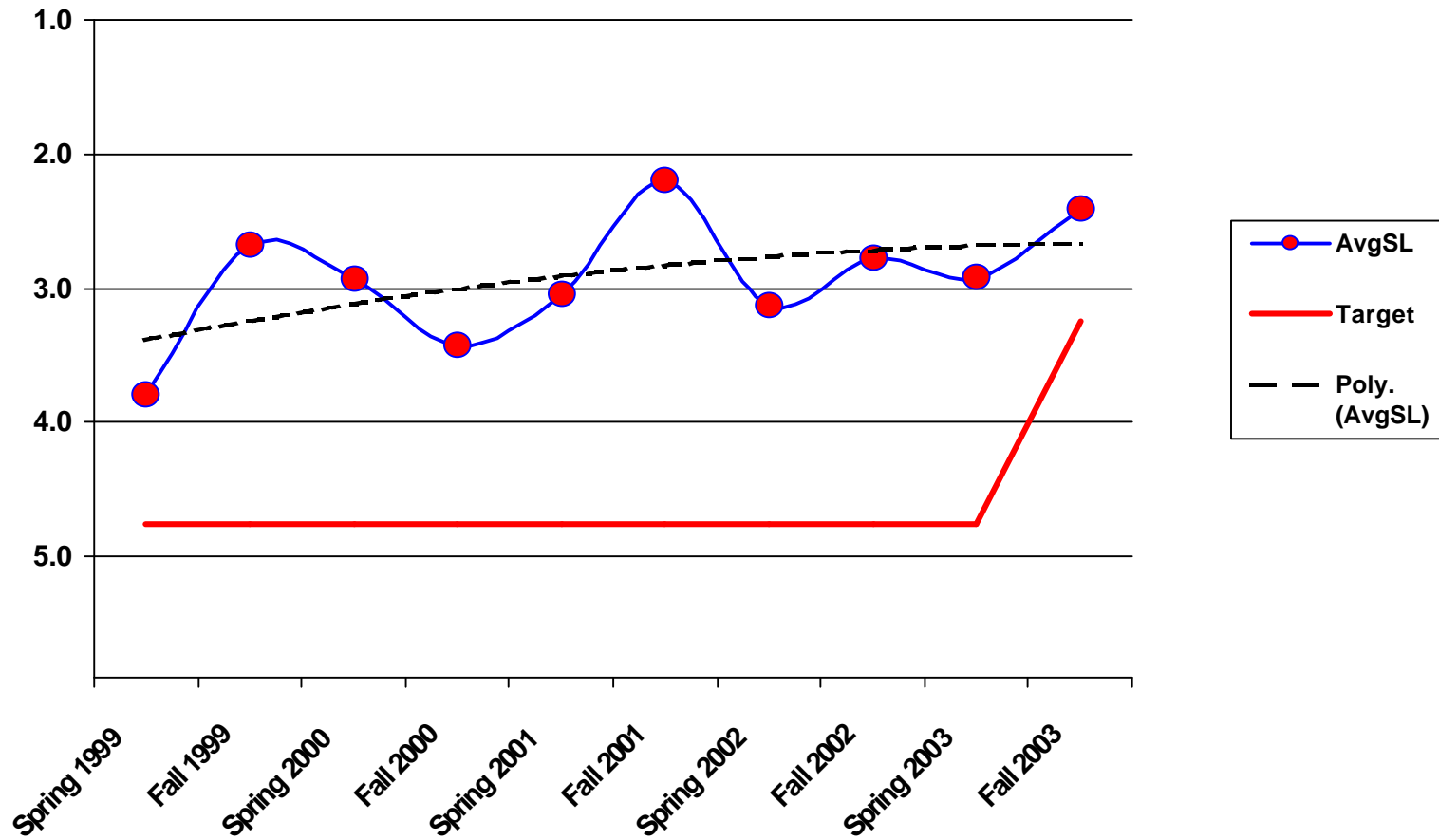
2A1 - Maintain Ditches  
Southwest Region



2A2 - Maintain Culverts  
Southwest Region

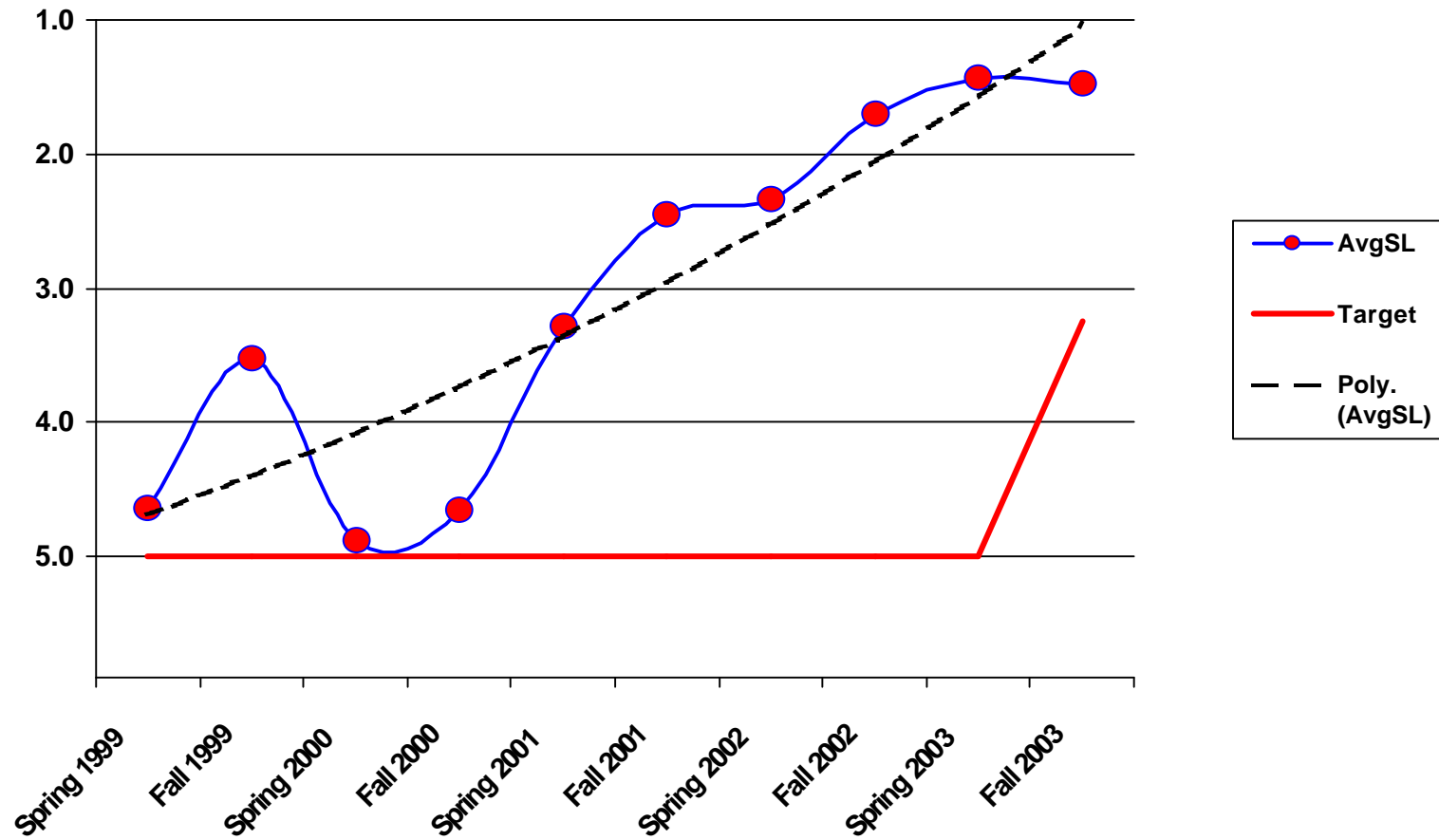


2A3 - Maintain Catch Basins and Inlets  
Southwest Region

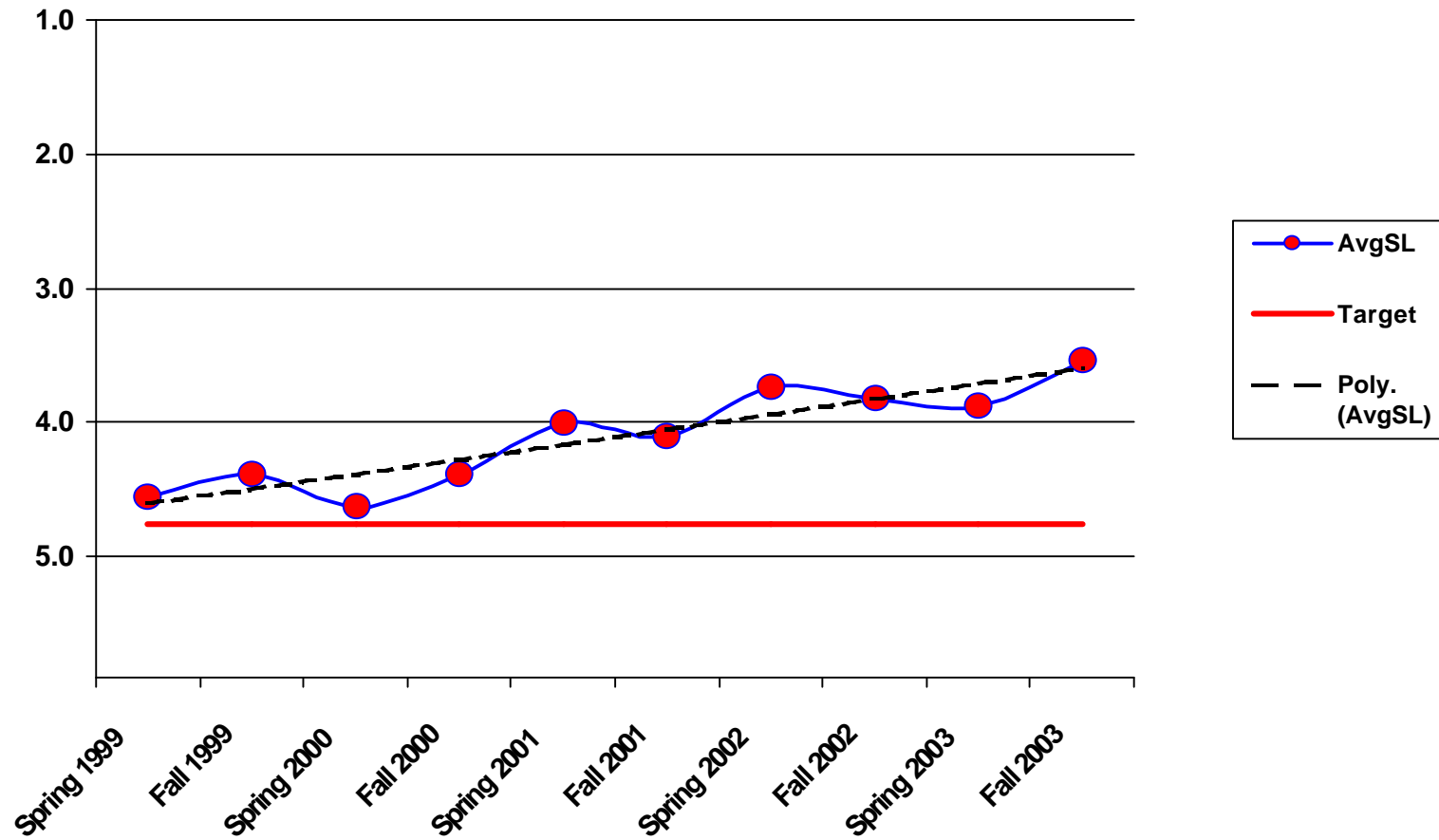




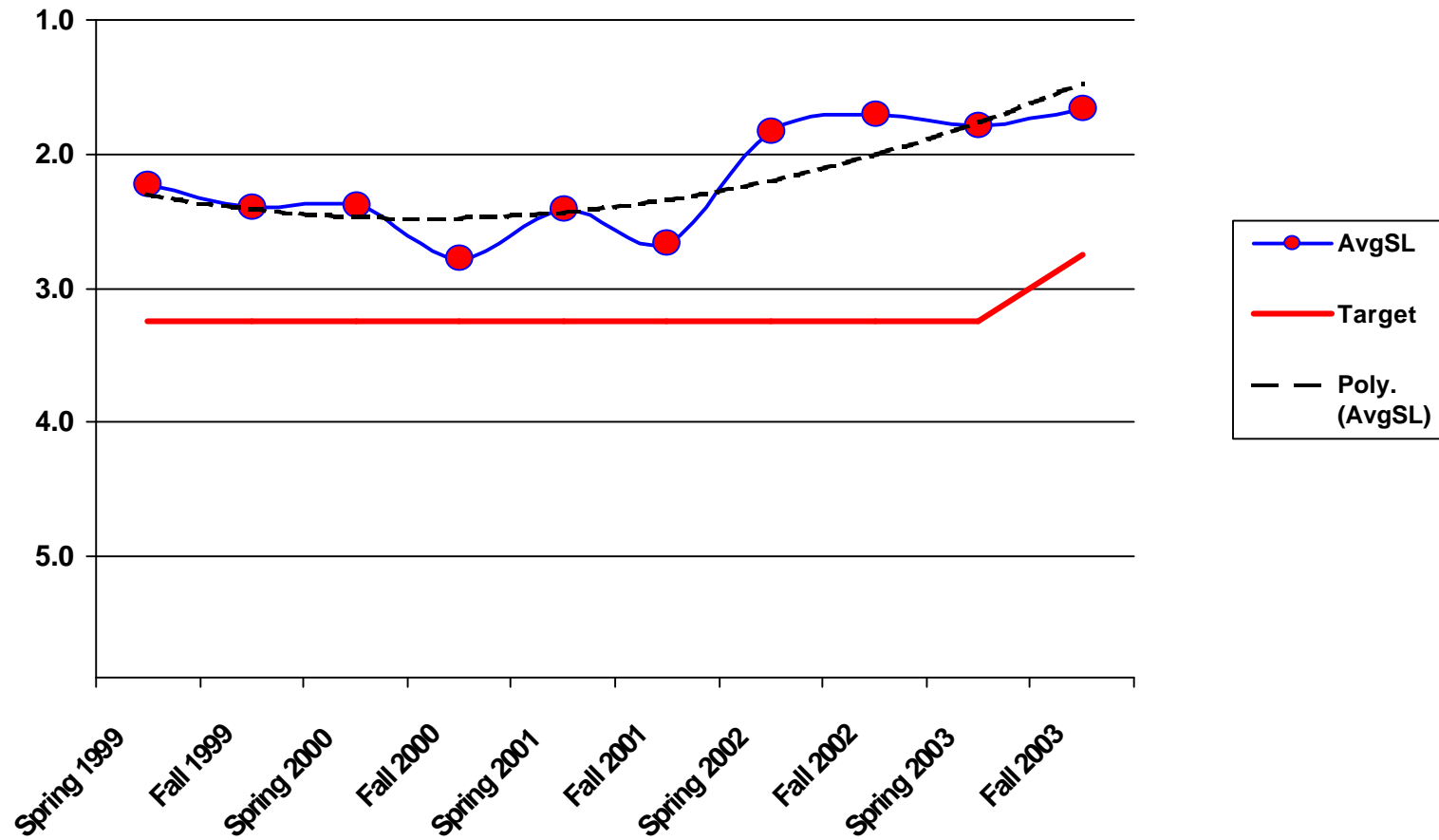
2A5 - Slope Repair  
Southwest Region



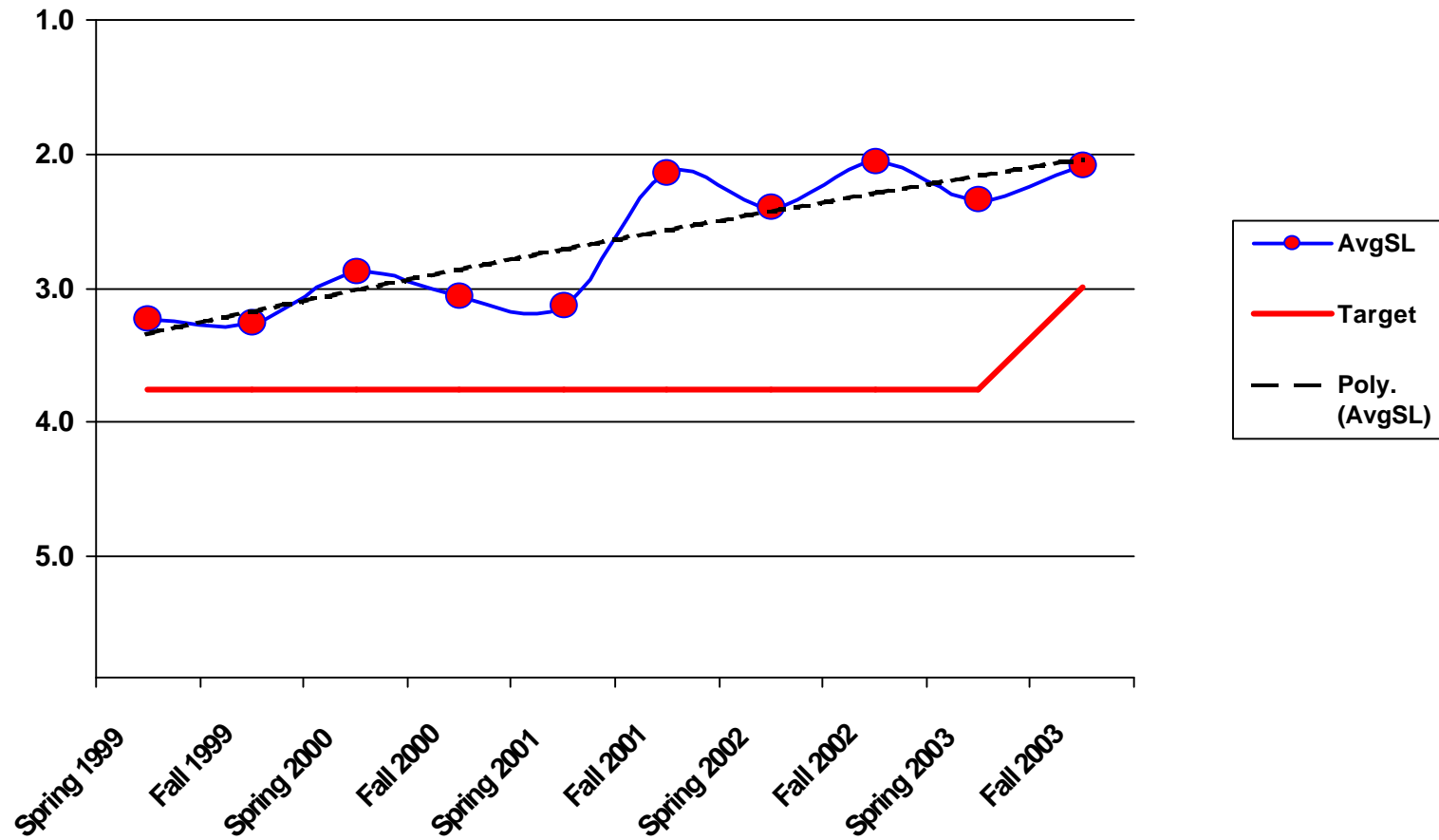
### 3A1 - Litter Pickup Southwest Region



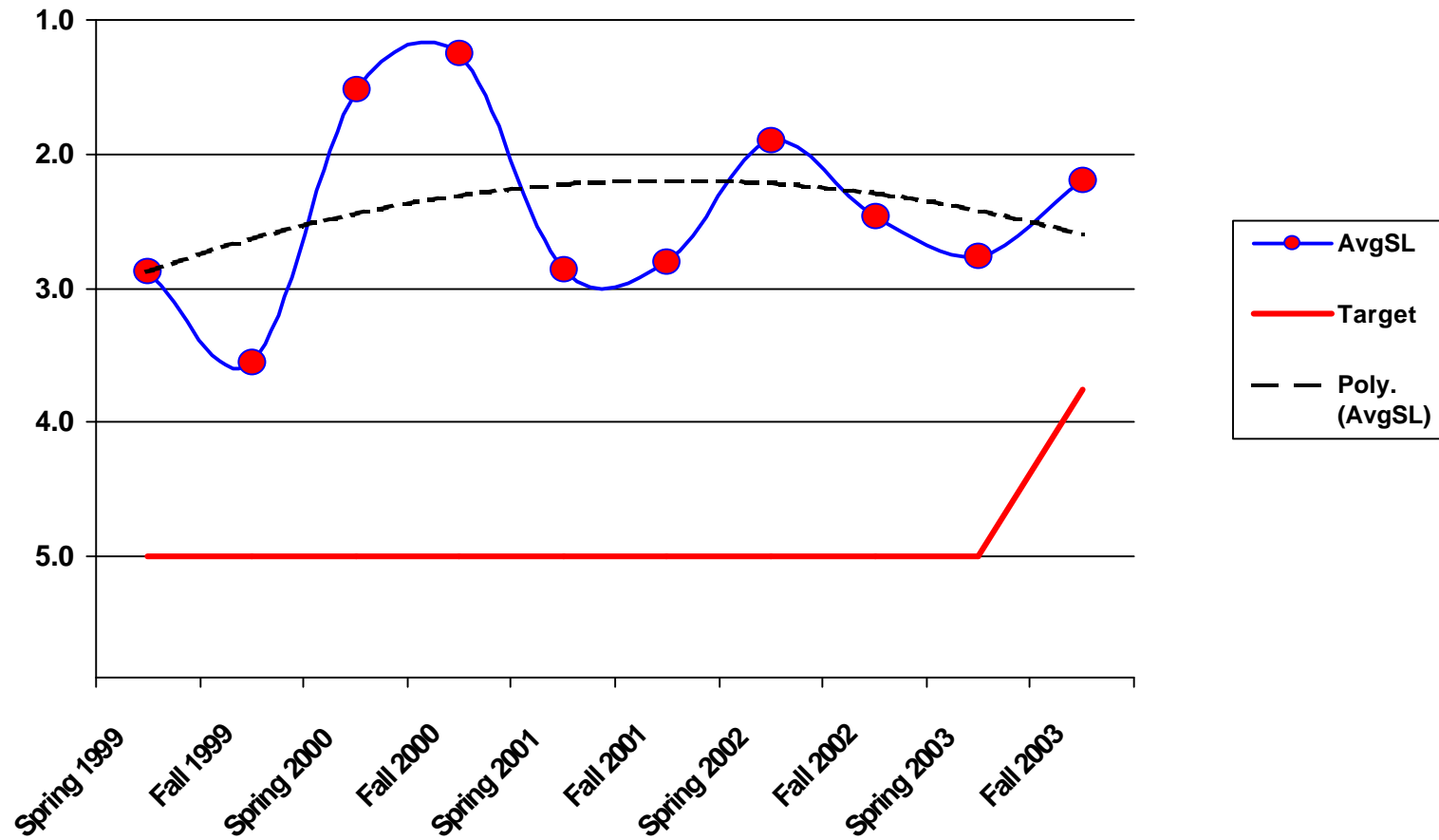
### 3A2 - Noxious Weed Control Southwest Region



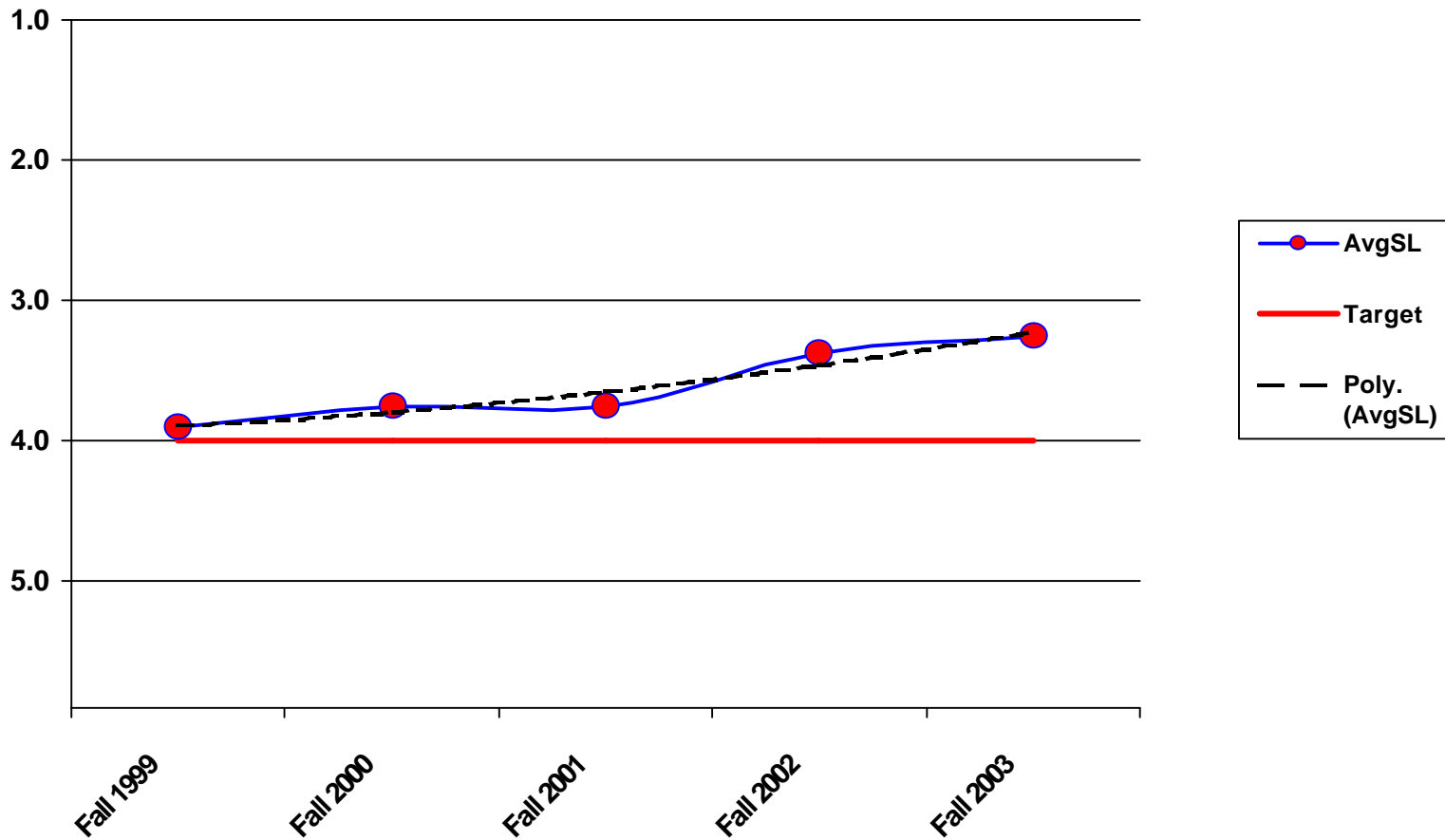
### 3A3 - Nuisance Vegetation Control Southwest Region



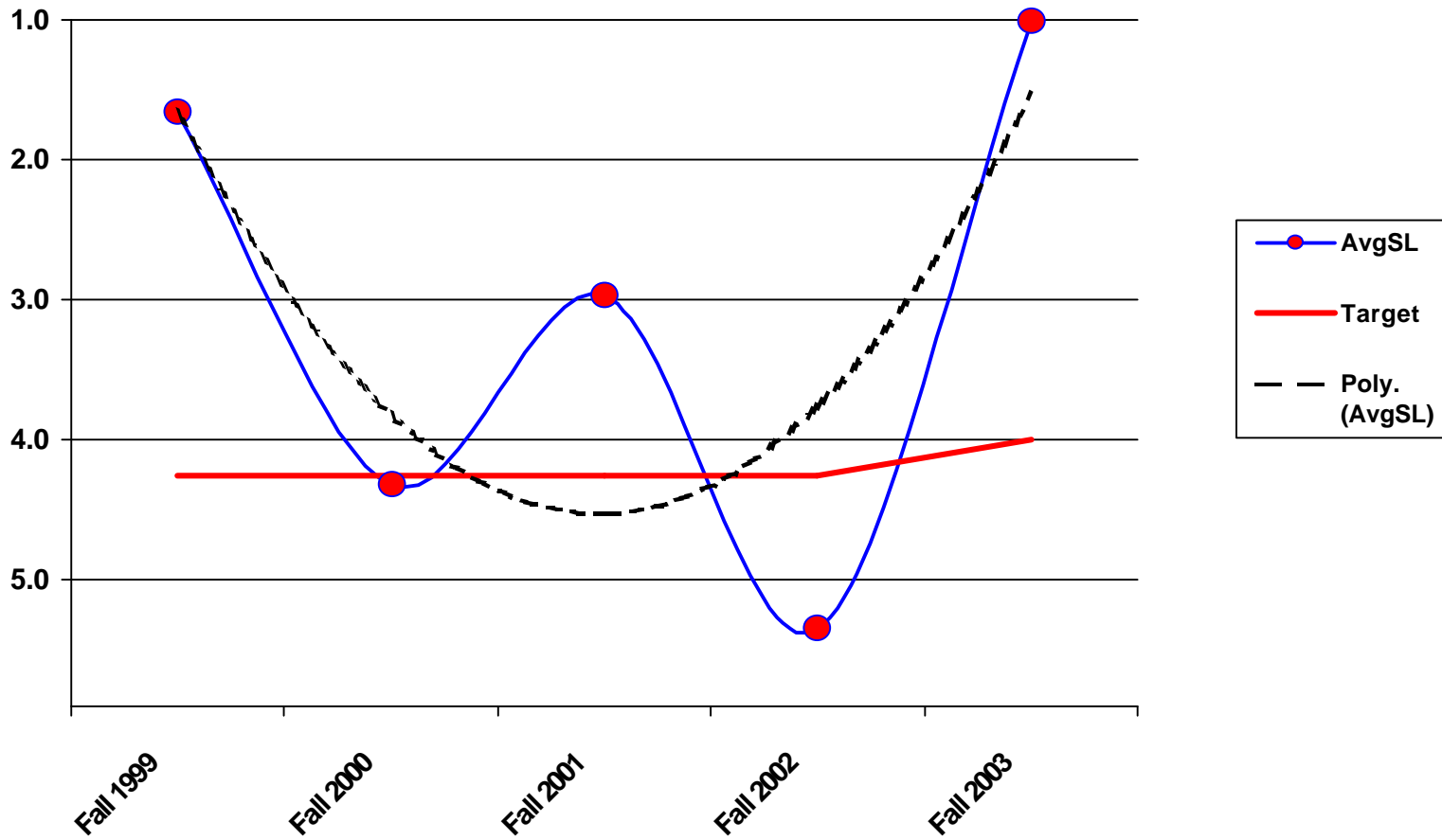
### 3A4 - Control of Vegetation Obstructions Southwest Region



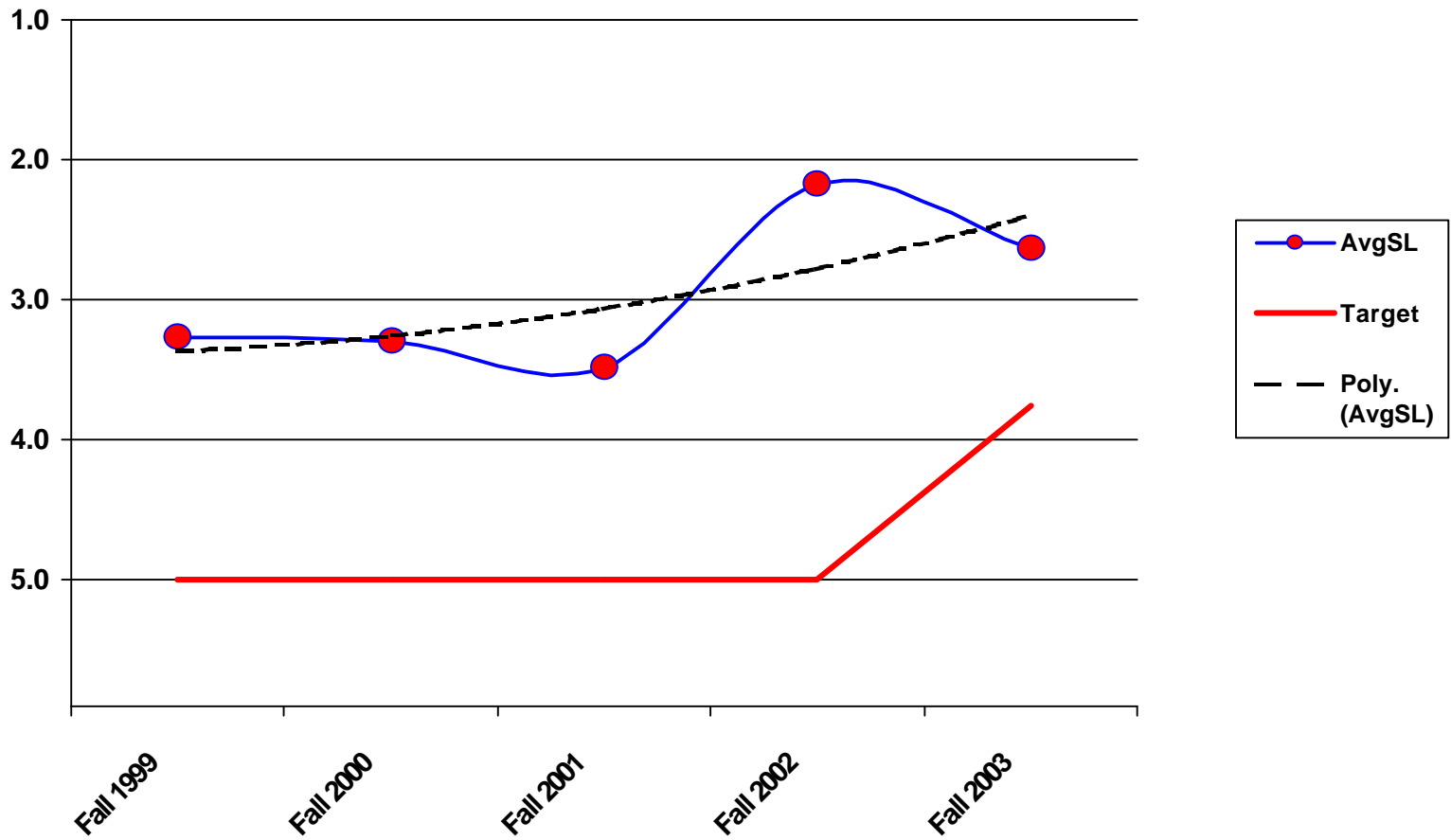
### 3A5 - Landscape Maintenance Southwest Region



# 4A1 - Bridge Deck Repair Southwest Region

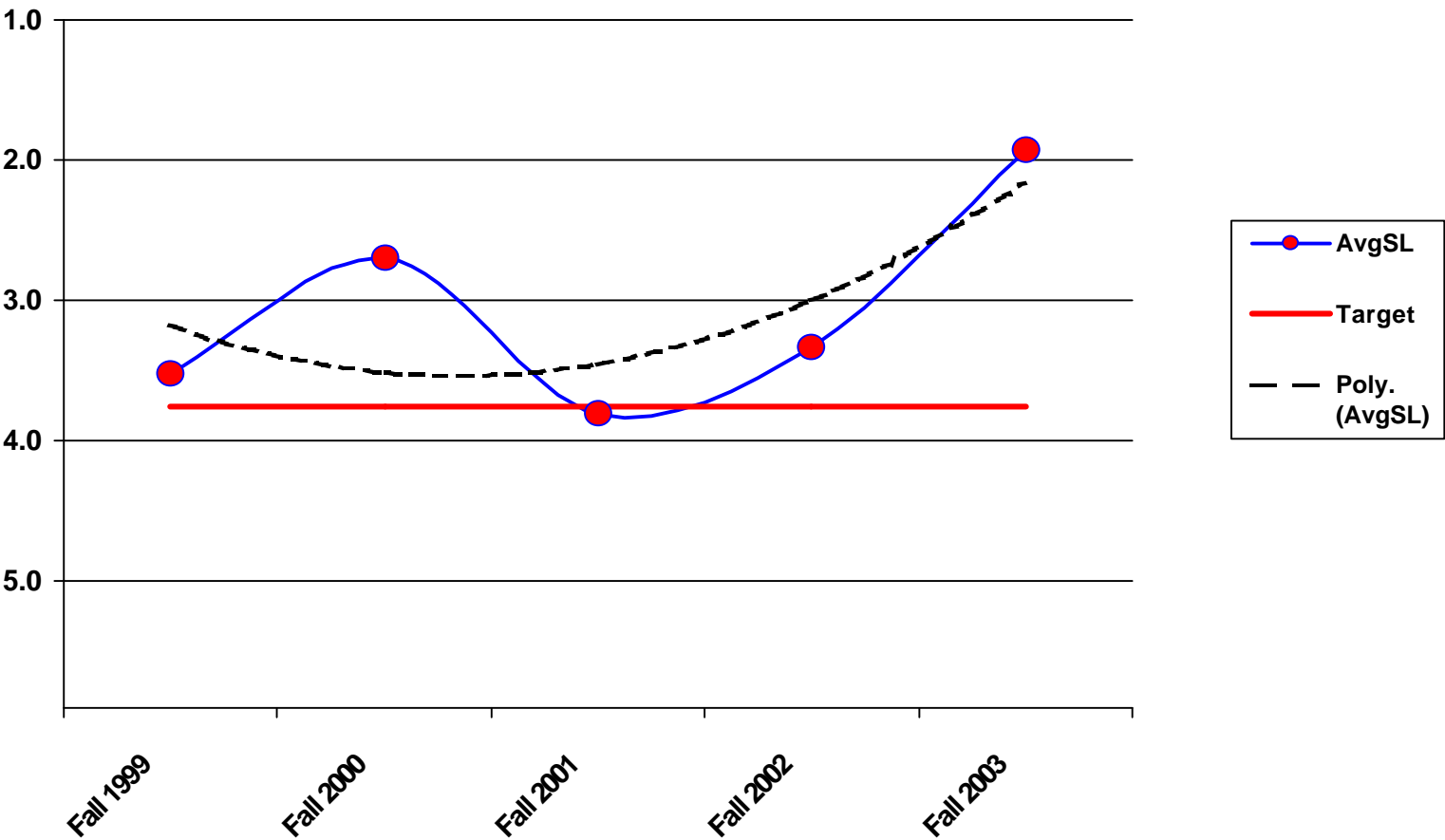


# 4A2 - Structural Bridge Repair Southwest Region

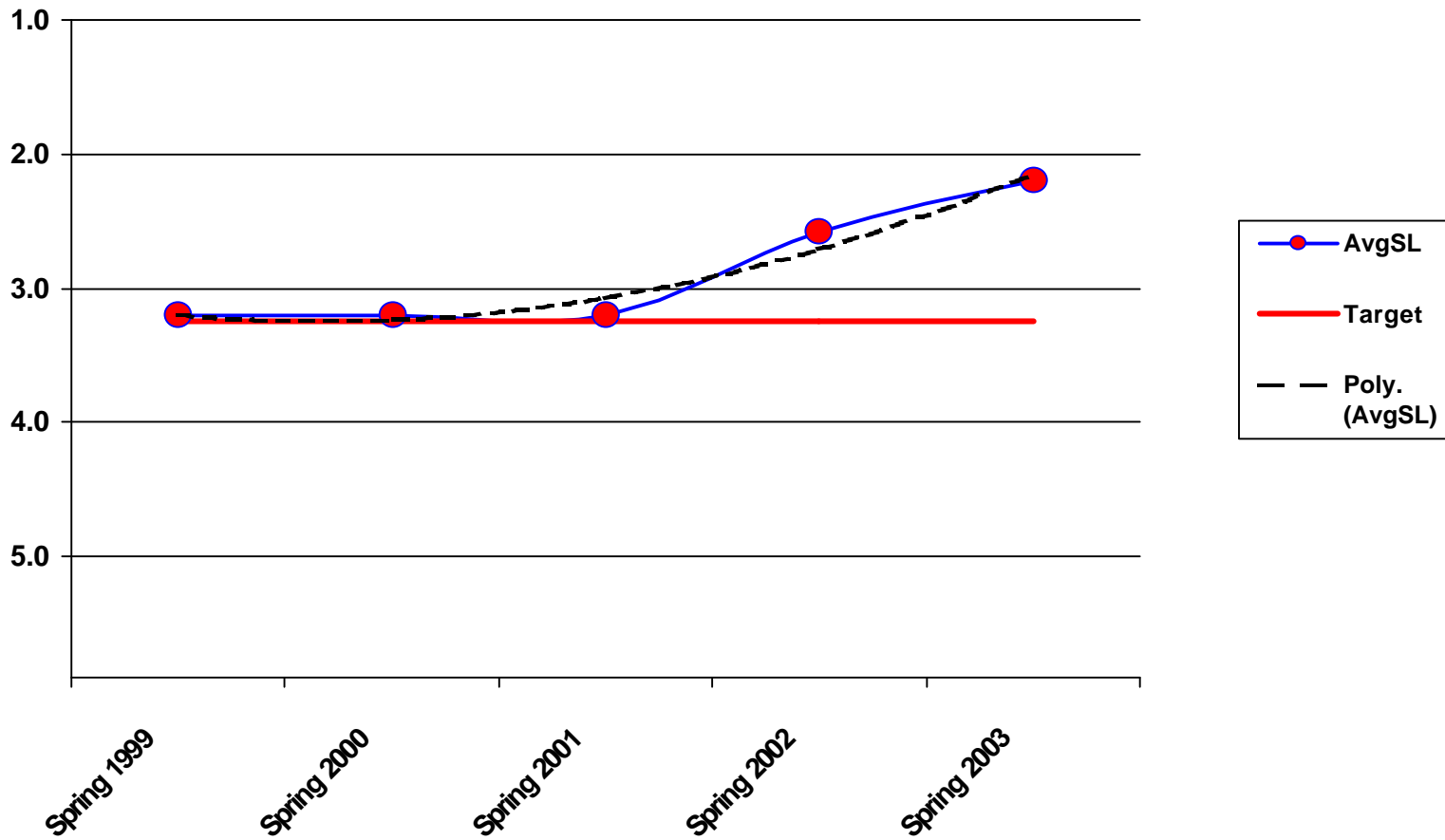




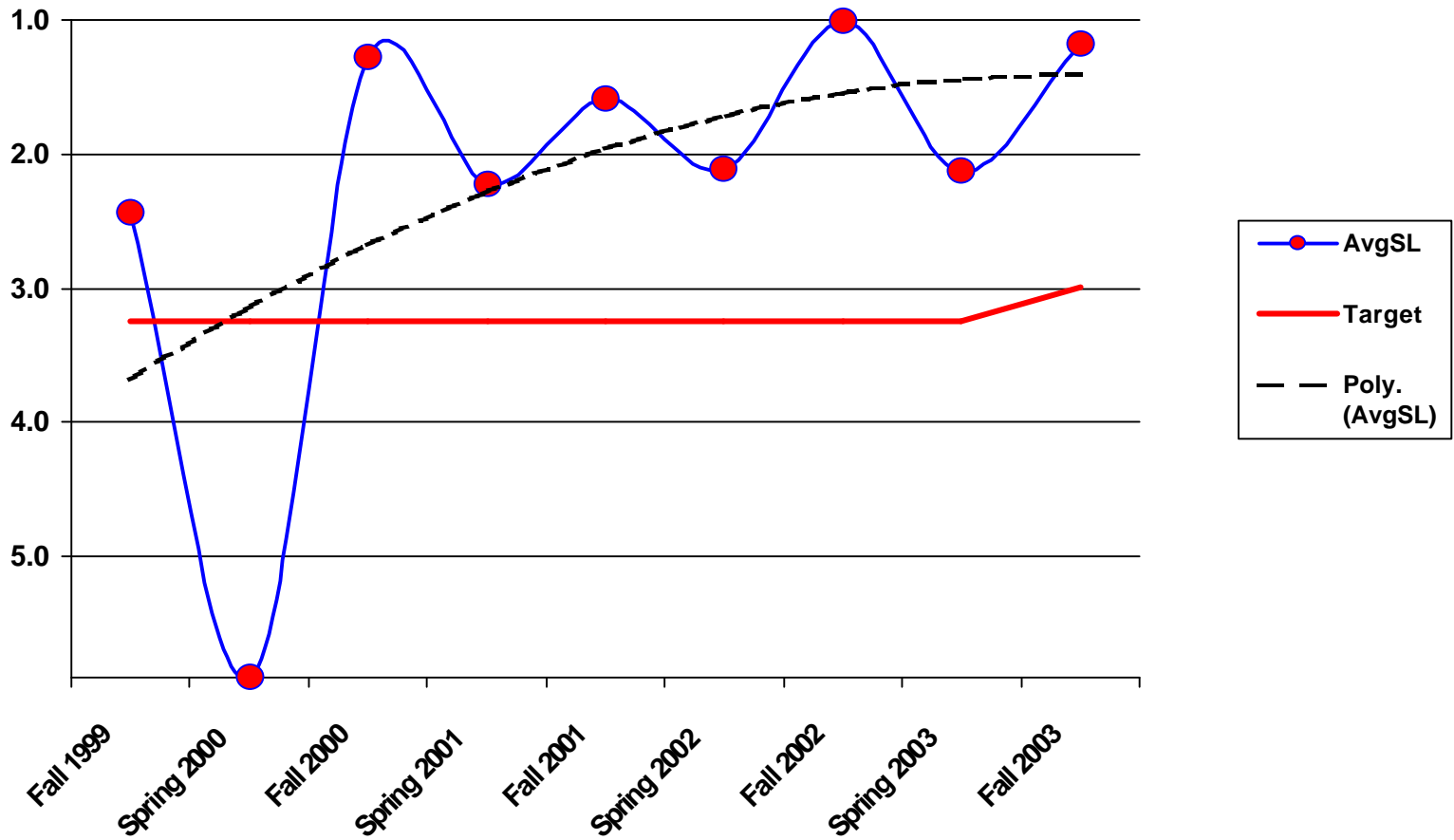
4A3 - Bridge Cleaning  
Southwest Region



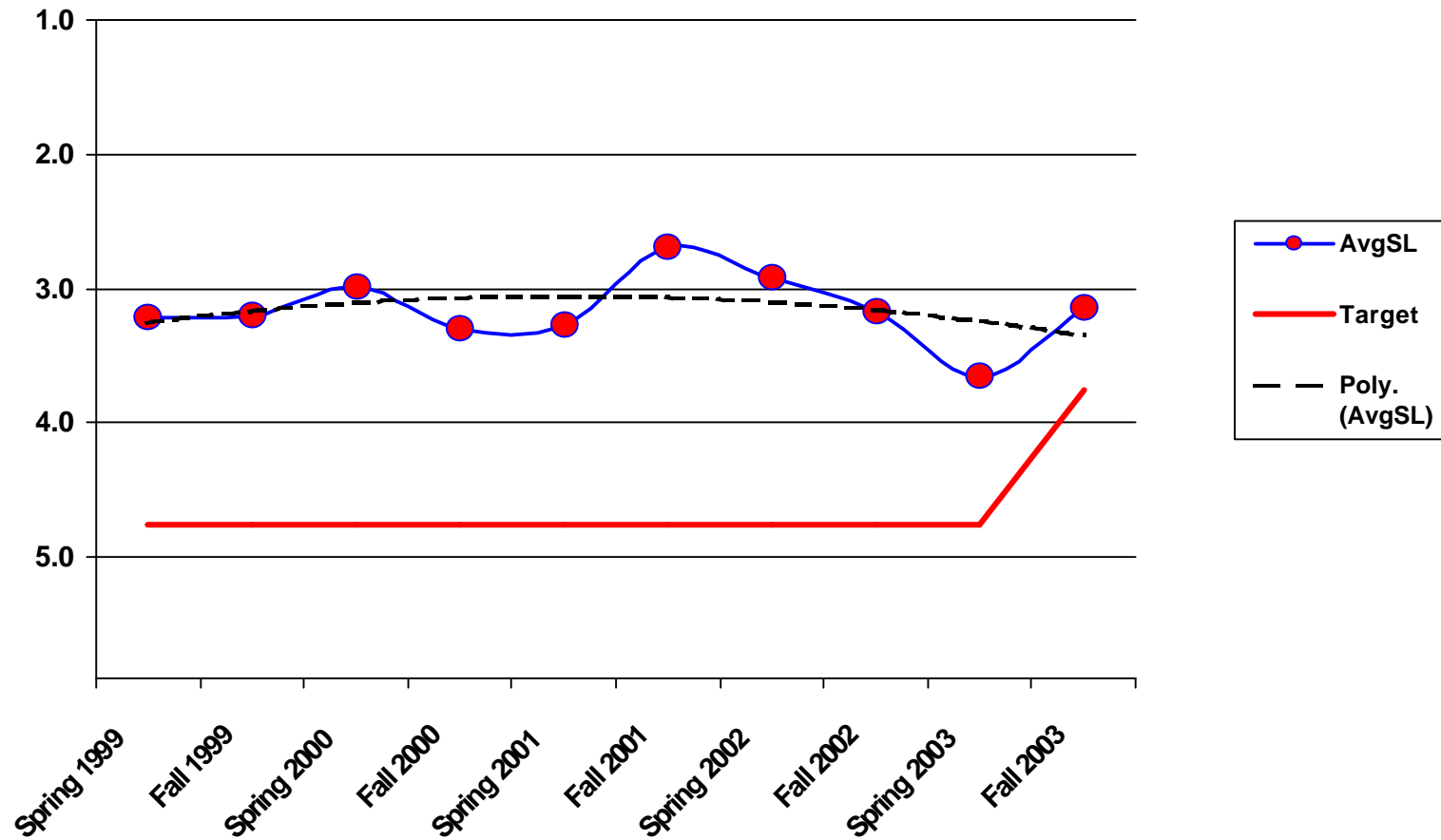
## 5B1 - Snow and Ice Control Operations Southwest Region



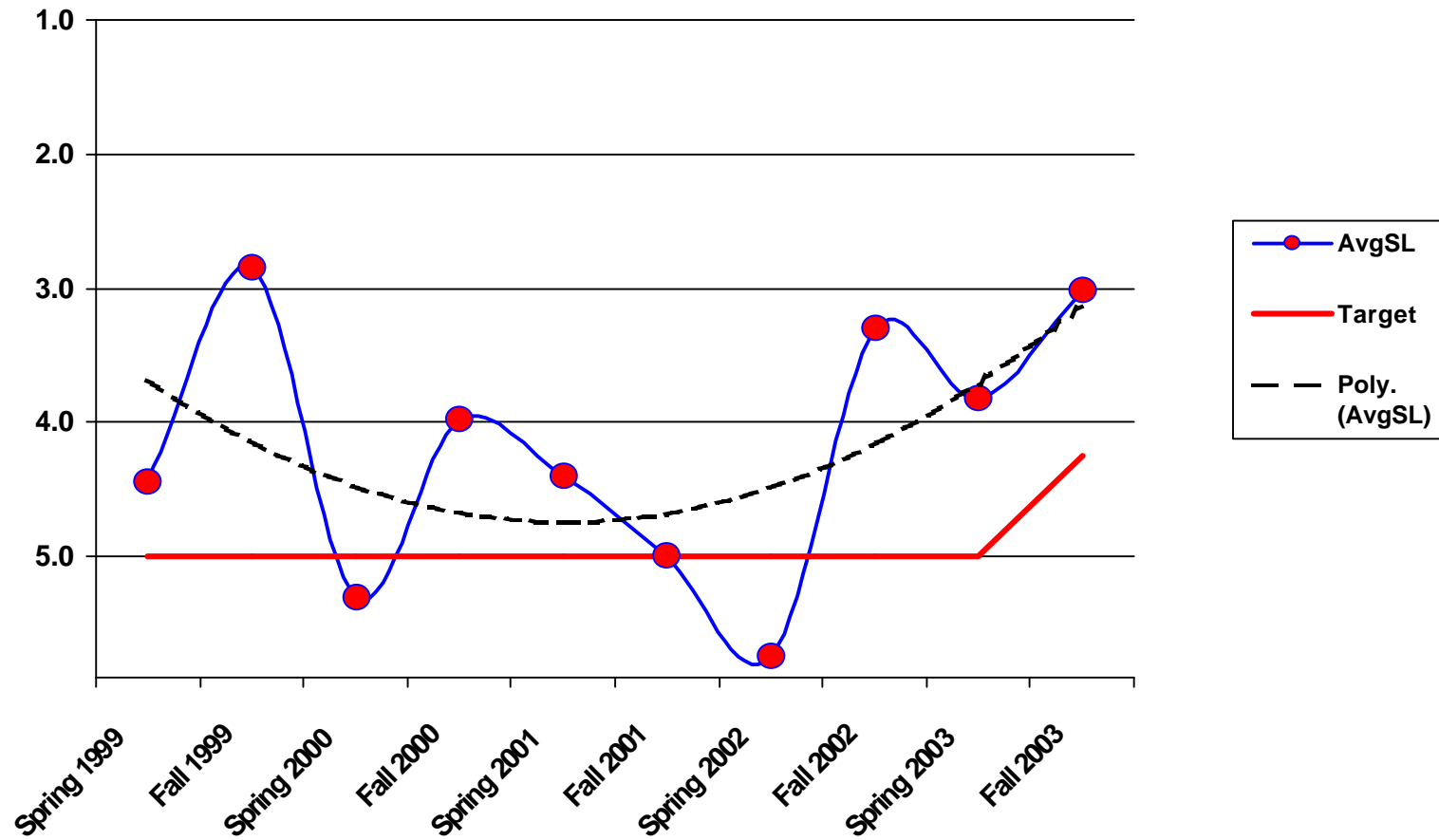
# 6A1 - Pavement Striping Maintenance Southwest Region



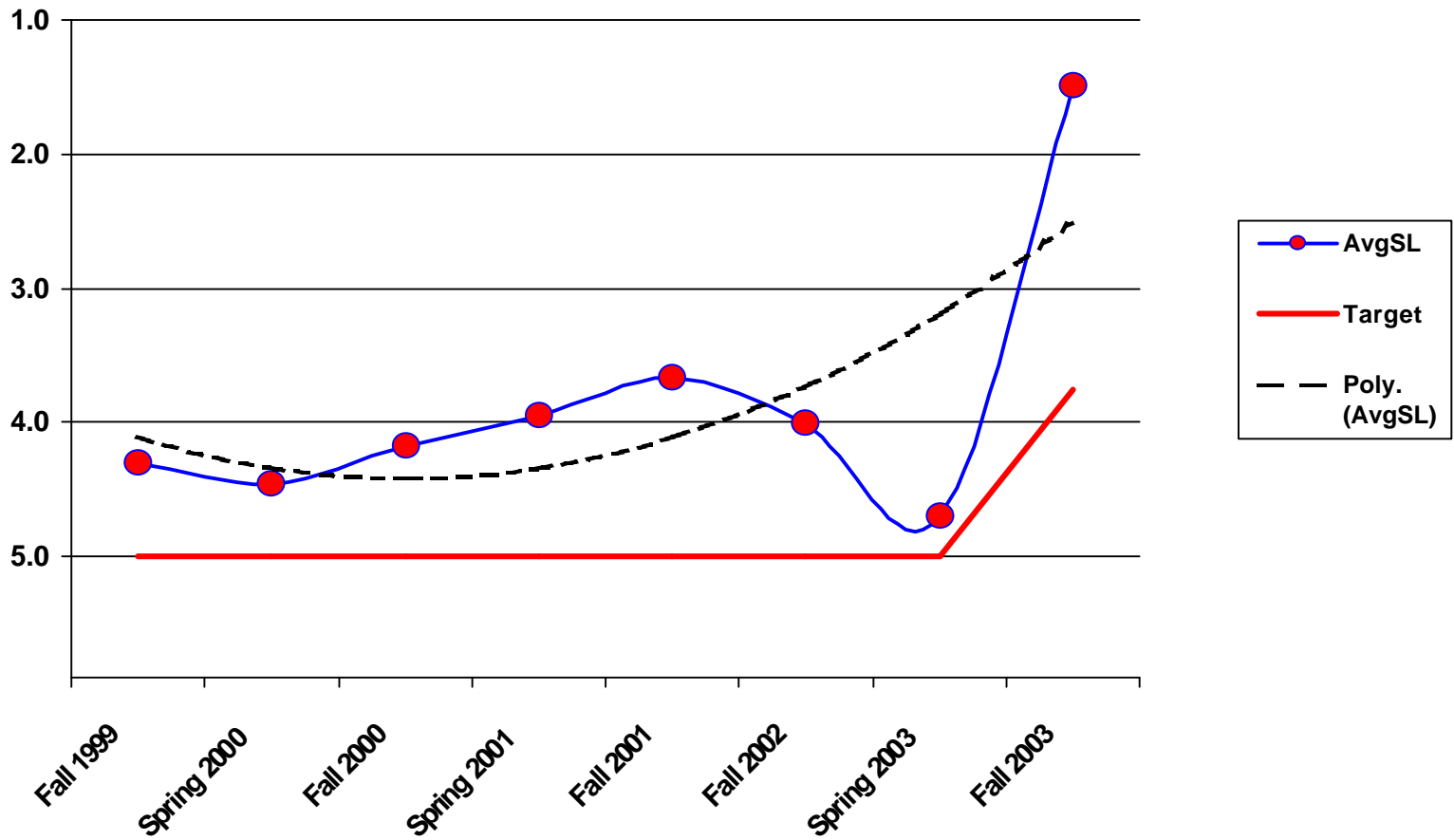
6A2 - Raised/Depressed Pavement Marker Maintenance  
Southwest Region



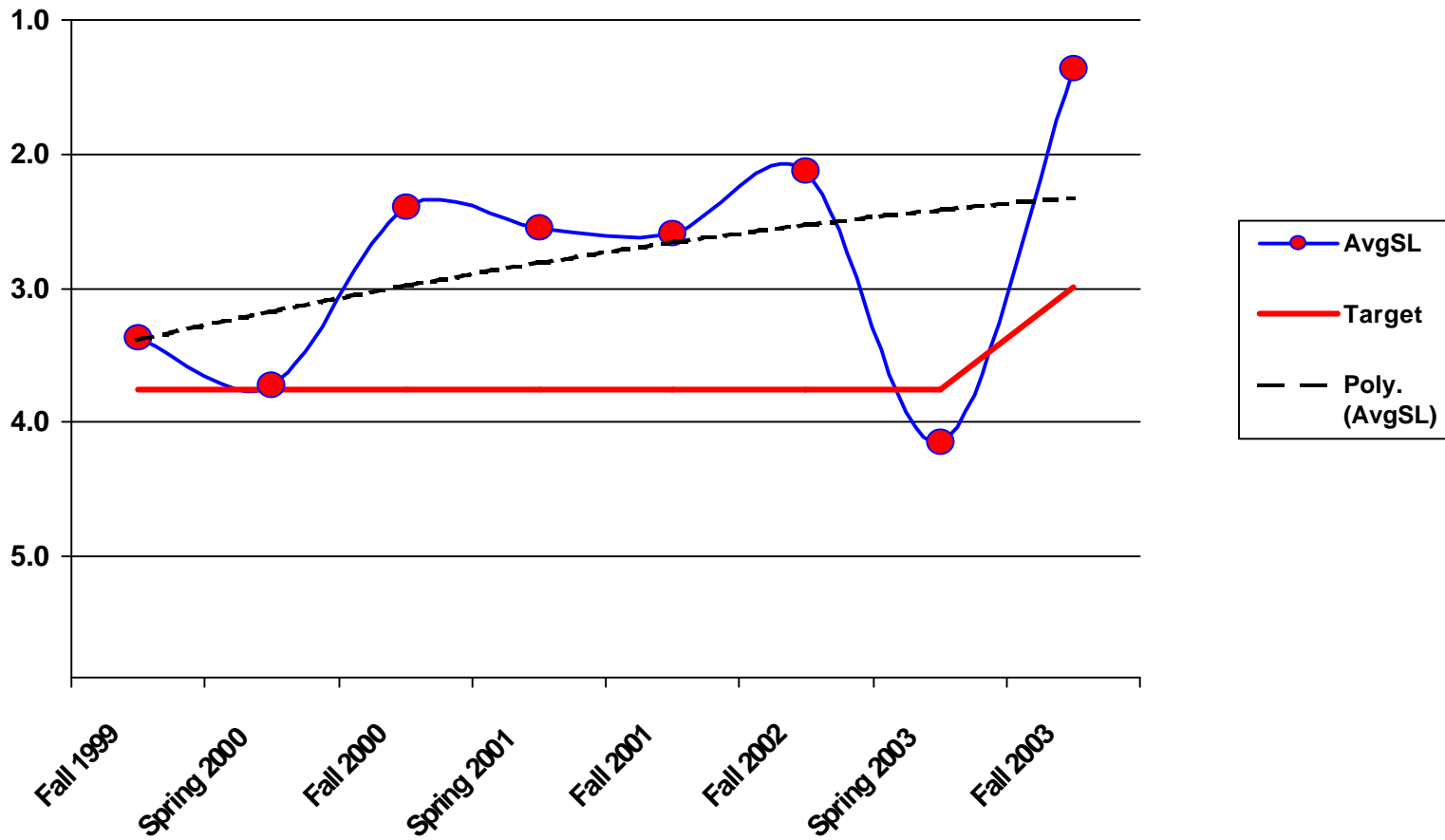
### 6A3 - Pavement Marking Maintenance Southwest Region



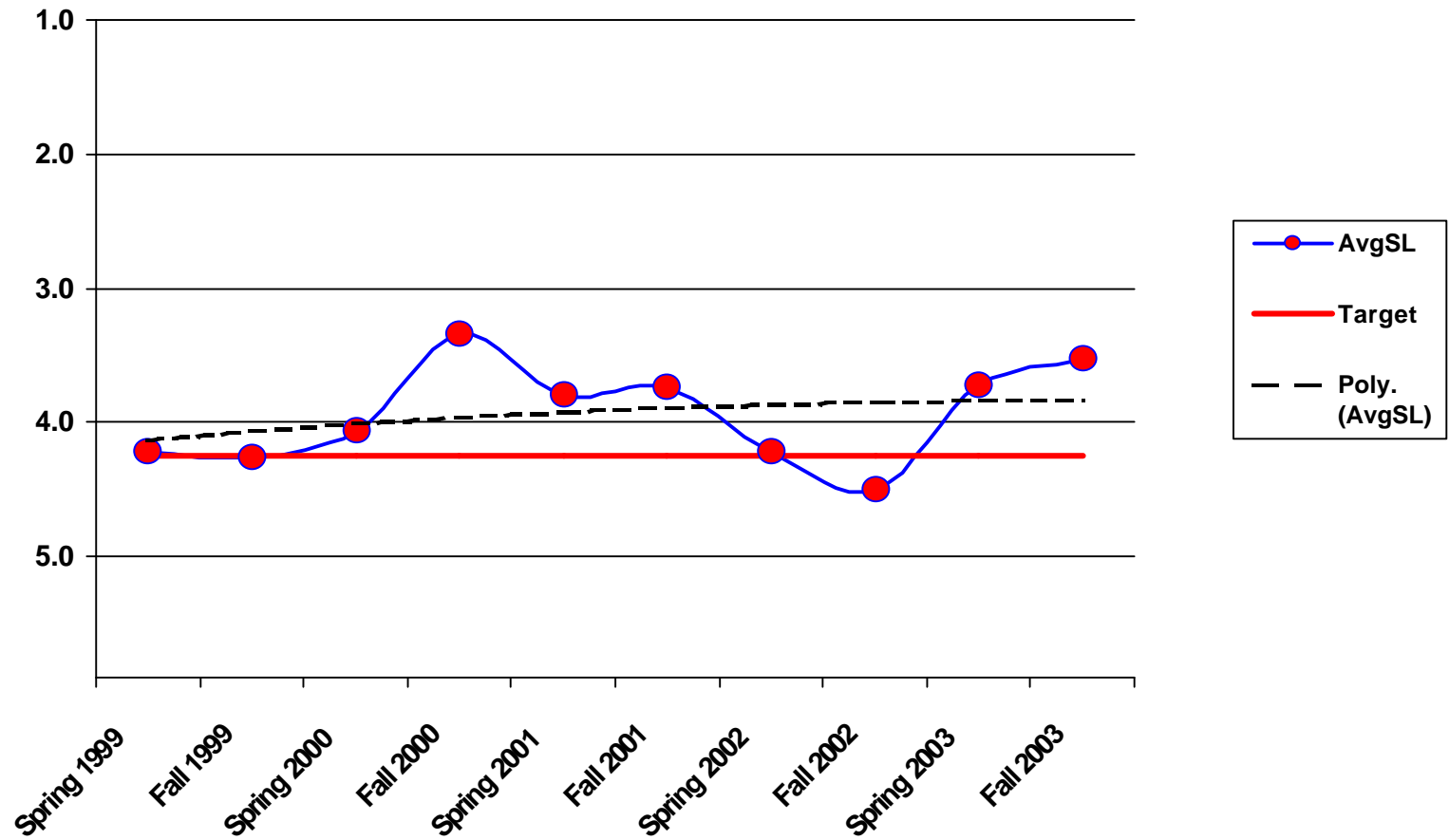
# 6A4 - Regulatory Sign Maintenance Southwest Region



6A5 - Guide Sign Maintenance  
Southwest Region

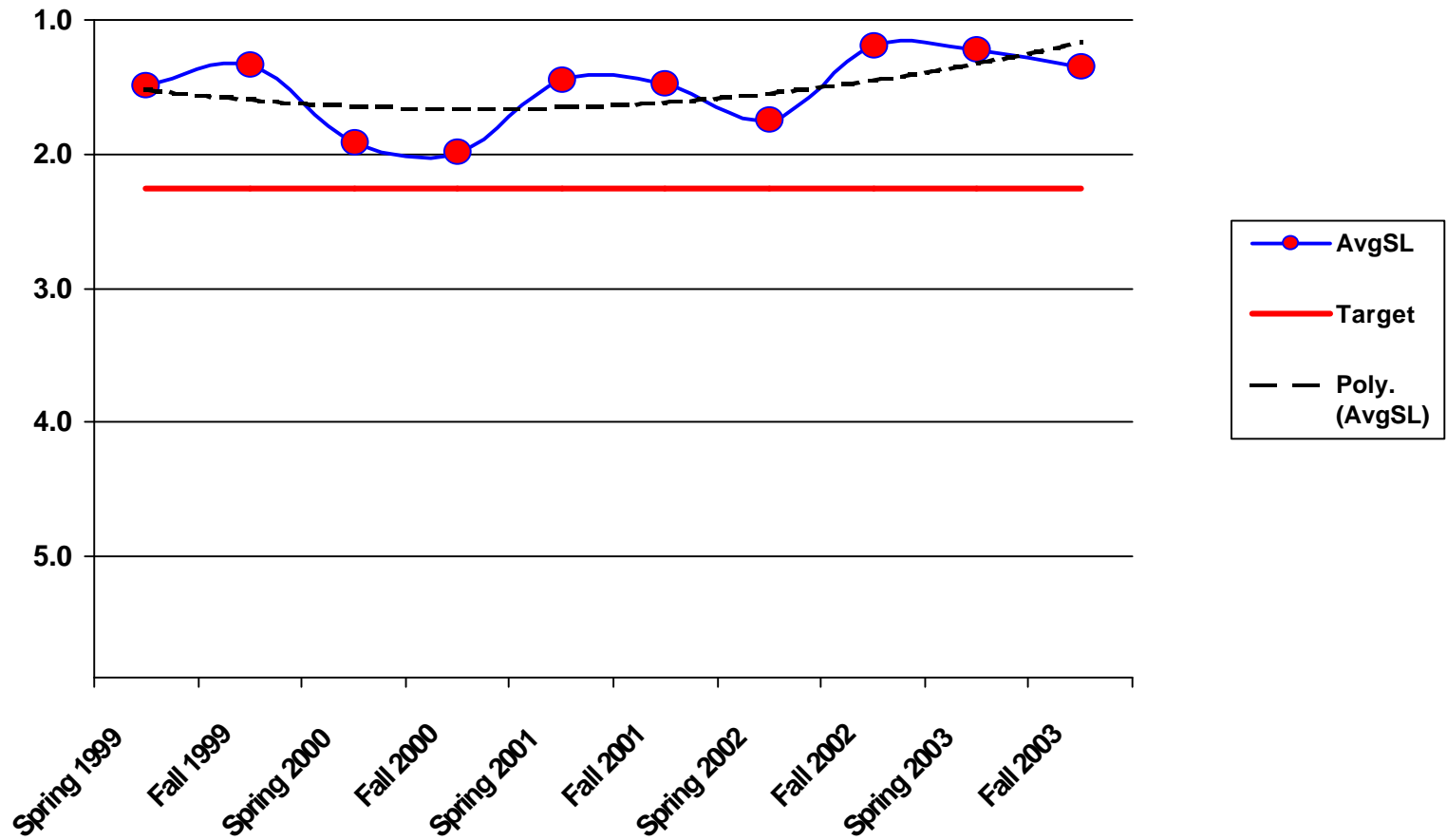


# 6A6 - Guidepost Maintenance Southwest Region

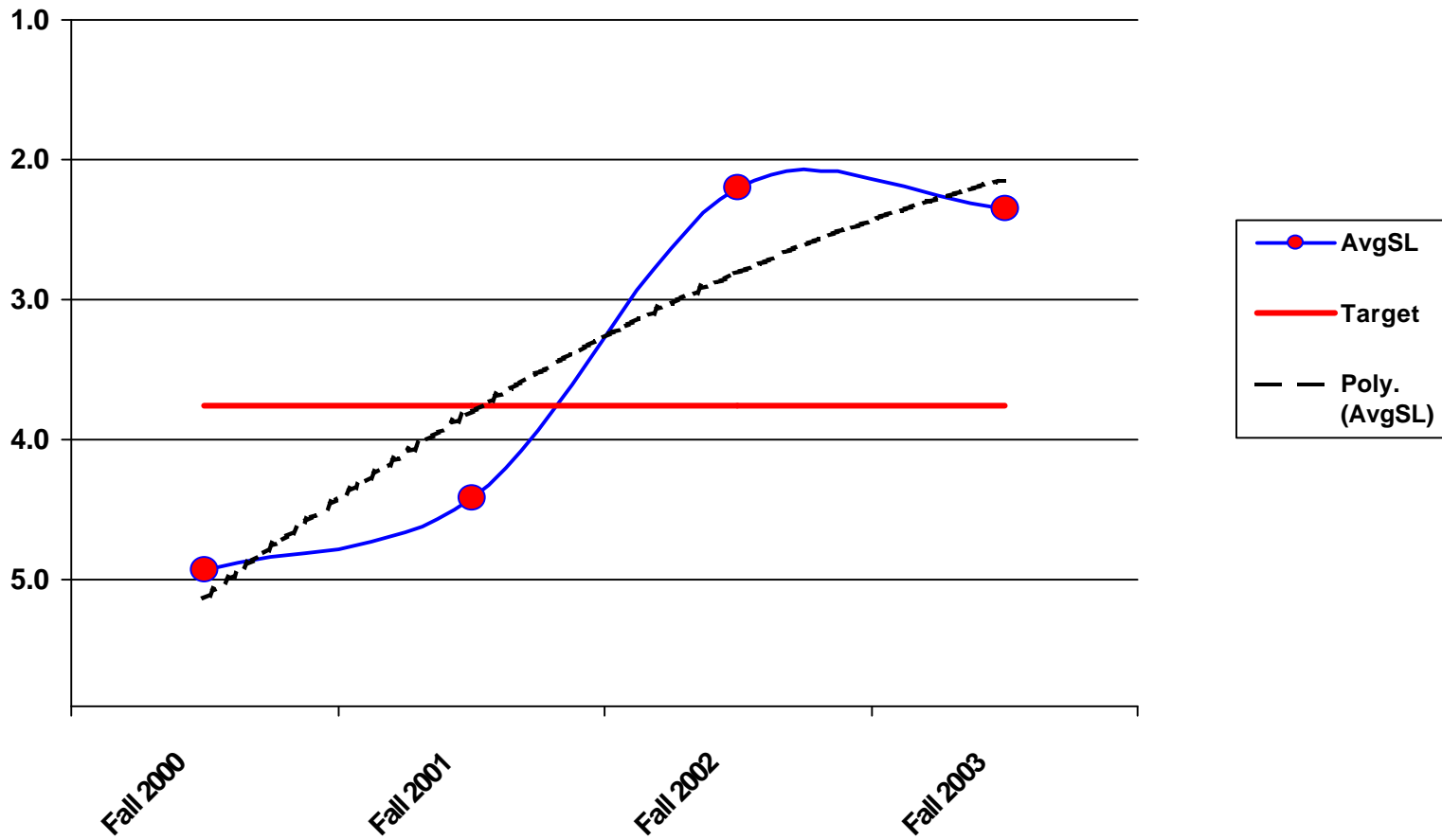




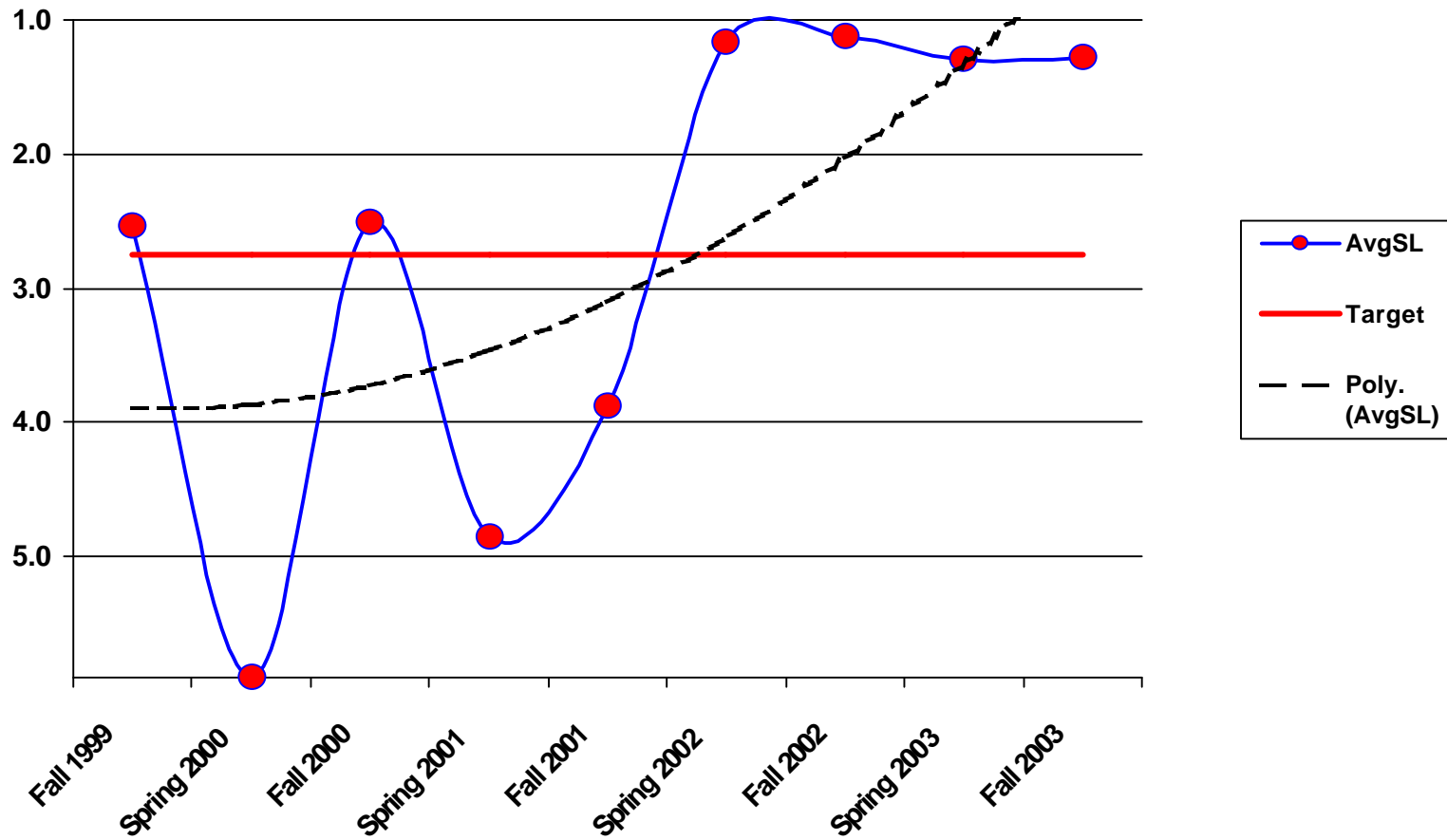
# 6A7 - Guardrail Maintenance Southwest Region



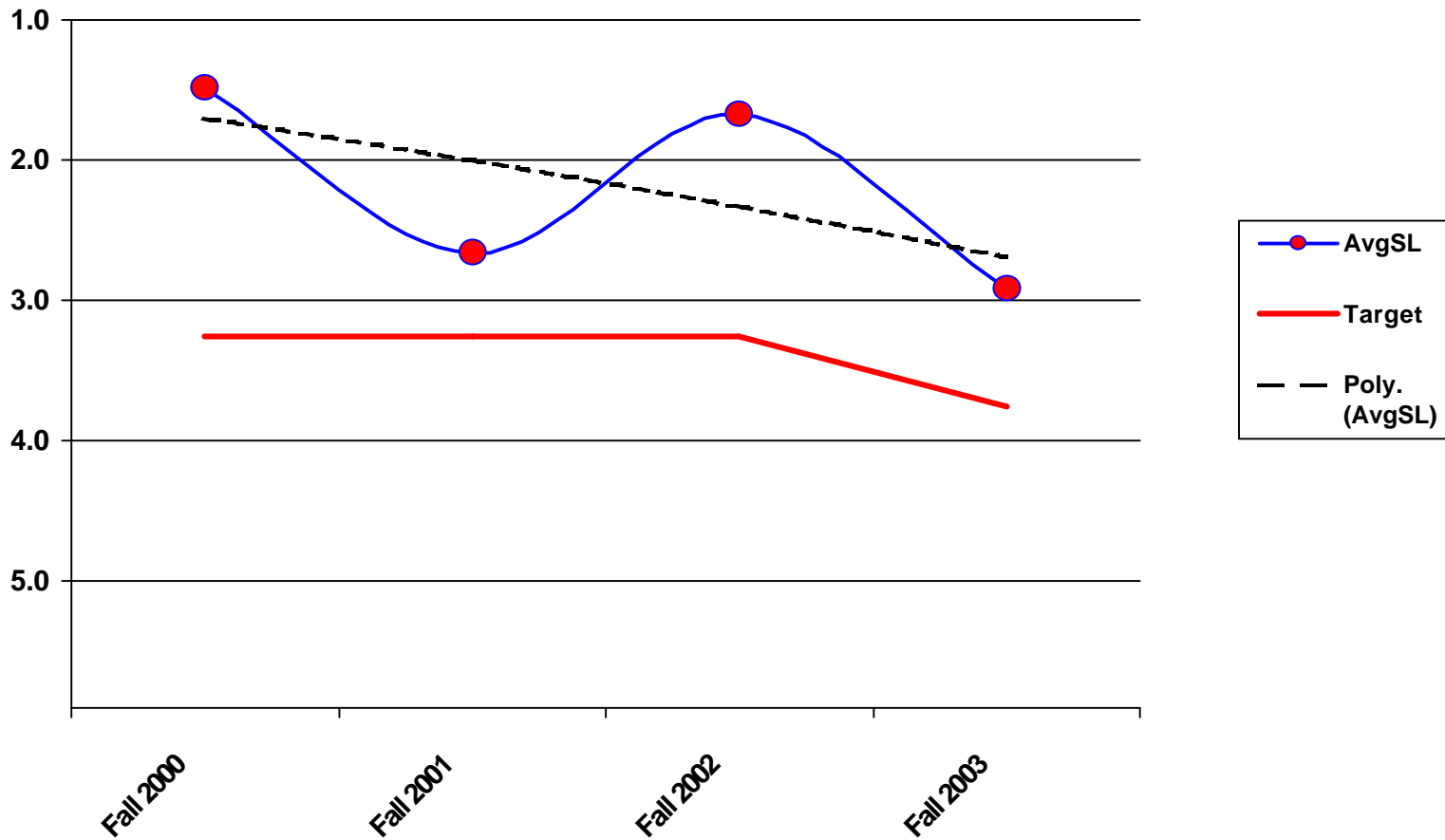
# 6B1 - Traffic Signal Systems Southwest Region



## 6B2 - Highway Lighting Systems Southwest Region



### 6B3 - Intelligent Traffic Systems Southwest Region



7B1 - Rest Area Operations  
Southwest Region

